

The Good Shepherd Centre

Date 20/08/2026

No address on record

Our Ref: DSAR-20260820-F12A22

Client Ref: 101237

Subject: Data Subject Access Request under Article 15 UK GDPR and Section 45 DPA 2018 - Our Reference:101237

Client Name: Miss Alana Helen McCleave

Client Reference: 101237

Client Address: 69 Forde Crescent , Stevenston , North Ayrshire , KA20 4JA

Date of Birth: 02/12/1981

Name in Care:

Previous Address: 69 Forde Crescent, North Ayrshire, KA20 4JA

Parents Names: Mother: Catherine Watterson - Father: Ronald Watterson

Dear Sir/Madam,

We act on behalf of the above-named client, who was placed in residential care at the institution(s) referenced below during the approximate period stated.

Approximate Dates of Placement:

The Good Shepherd Centre : 1995 - 96

Kerelaw Residential School and Secure Unit: 1997 - 1999

This request is made under Article 15 of the UK General Data Protection Regulation and Section 45 of the Data Protection Act 2018.

Scope of Request

We request disclosure of all personal data held in relation to our client, across all systems and formats, including but not limited to:

Admission and discharge records

Full placement history, including transfers between care settings

Social work records, case files, and assessments

Daily logs, key worker notes, and case notes

Incident reports, safeguarding records, and protection referrals
Case conference notes, reviews, and internal assessments
Complaints, investigations, and outcomes
Correspondence between staff, local authorities, and external agencies
Records shared with or held by third-party care providers acting on your behalf
Medical, psychological, or educational records held within the care file
Photographs or other documentation relating to our client's time in care
Records identifying staff members and roles involved in their care

Historical and Archived Records

Given the historical nature of this request, we require that all reasonable and proportionate searches are undertaken, including:

Archived and off-site storage
Legacy systems, including paper, microfiche, and scanned records
Records held under previous authority names, reorganisations, or successor bodies
Records held by contracted, private, or voluntary sector care providers commissioned by your authority

Placement and Authority Clarification

Where records indicate placement in additional care settings, we request:

Details of those institutions

Dates of placement

The commissioning or responsible authority

This information is required to ensure a complete and accurate record of our client's time in care.

Format of Disclosure

Please provide the information in electronic format where possible. Where records exist only in non-digital formats, scanned copies will be acceptable.

Enclosures

We enclose:

Signed authority from our client

Proof of identity

Should you require any further information to process this request, please advise promptly.

Statutory Timeframe

We expect a response within the statutory one calendar month period. If you require an extension, please confirm this in writing with full justification.

Non-Holding of Data

If your organisation does not hold the requested data, we require:

Formal written confirmation of this position

Details of any organisation believed to hold the data, including successor or archive bodies where applicable

Service of Documents

We **only** accept service of documents via email at evidence@mmalegal.co.uk. Should you for any reason be unable to send documents to the above email, please notify us via the same email imminently.

Yours faithfully,

James Taylor

Investigations Team

INS Law

E: evidence@inslaw.co.uk

T: +441618880834



Social Security Scotland
Tèarainteachd Shòisealta Alba

00529/01588



Alana McCleave
69 FORDE CRESCENT
STEVENSTON
Scotland
KA20 4JA

30700



Carer Support Payment
PO Box 10328
DUNDEE
DD1 9HE

Freephone: 0800 182 2222

mygov.scot/benefits

20 July 2026

Dear Alana,



We're writing to let you know that Andrew McCleave has listed you as a person they care for in their application for Carer Support Payment. This means we've had to check whether you get certain benefits so that we can process Andrew's application.

This letter is not a confirmation that Andrew McCleave will get, or is already getting, Carer Support Payment.

What Carer Support Payment is

Carer Support Payment is a weekly payment for carers who live in Scotland. This is in recognition of the important work they do as a carer.

To find out more about Carer Support Payment, go to mygov.scot/carer-support-payment.

If you get severe disability premium

Severe disability premiums help with the cost of care. Your severe disability premiums will stop if Andrew gets Carer Support Payment. Andrew will get money to care for you from Carer Support Payment instead.

Benefits that have a severe disability premium include:

- income-related Employment and Support Allowance
- income-based Job Seeker's Allowance
- Income Support
- Pension Credit

Dignity, fairness, respect.



Letter of Authority

Authorisation to Act in Relation to Data Subject Access Requests

Full Name	Alana Mccleave
Date of Birth	02/12/1981
Previous Names (if any)	
Current Address	69 Forde Crescent Stevenston North Ayrshire KA20 4JA
Previous Address (relevant to care placements)	69 Forde Crescent North Ayrshire KA204JA
Mothers Name:	Catherine Watterson
Fathers Name:	Ronald Watterson

Authorised Representative

Firm Name	INS Law
Address	Building B, 23 Goodlass Road, Speke, Liverpool, England, L24 9HJ
Email	evidence@inslaw.co.uk
Telephone	0161 888 0830
Matter Reference	101237

Dear Sir/Madam,

I, Alana Mccleave , confirm that I have instructed INS Law to act on my behalf in relation to the exercise of my data protection rights, including my right of access under the UK General Data Protection Regulations and the Data Protection Act 2018. This authority is provided specifically in relation to my application to The Scottish Redress Scheme, providing authority to INS Law to obtain any and all information they deem necessary to progress my application.

I authorise INS Law, including its partners, directions, employees, consultants, agents, and authorised representatives, to:

1. Prepare, submit, and pursue Data Subject Access Requests on my behalf;
2. Correspond with you and communicate with you on my behalf in relation to any Data Subject Access Request or associated data protection matter;
3. Request confirmation as to whether you process my personal data;
4. Request access to, and copies of, my personal data and any supplementary information to which I am entitled under applicable data protection law;
5. Request information concerning the purposes of processing, categories of personal data processed, recipients or categories of recipients, retention periods, sources of data, and any automated decision-making or profiling, where applicable;
6. Provide, confirm, or clarify information reasonably required to identify me and locate my personal data;
7. Receive correspondence, disclosures, copies of personal data, explanations, schedules, electronic files, paper records, and any other response or material provided in connection with the request;
8. Correspondence with you regarding the scope, timing, format, completeness, or adequacy of any response;
9. Raise queries, challenge omissions, request clarification, request further searches, and pursue follow-up correspondence where necessary; and
10. Where appropriate, assist me in making complaints or representations to the Information Commissioner's Office or in taking any further steps arising from your response or failure to respond.

This authority applies to personal data held by you in any form, including paper records, electronic records, correspondence notes, call recordings, account records, internal records, case files, databases, emails, messages, audio recordings, CCTV footage, and any other records containing my personal data.

This authority extends to all personal data concerning me that you hold.

I request all correspondence and disclosure materials relating to any Data Subject Access Request be sent directly to INS Law using the contact details above, quoting reference

I further authorise INS Law to disclose any records, personal data, special category personal data, witness statements and application materials obtained on my behalf to independent Scottish solicitors or legal advisers where reasonably required for the purpose of advising me on any offer, award, review, reconsideration or statutory waiver under the Scottish Redress Scheme.

This authority remains valid from the date of signature, unless revoked by me in writing.

Signature	
Print Name	Alana McCleave
Date	28/07/2026

Certificate of Authenticity

Fintrixor — electronic signature record



Certificate ID	01KYM4QAX087BYBCNH76799P1W
Document ID	01KYM4KGD0YWXD582AXCB1HDJS
SHA-256 Document Hash	1a32bf689d5ef0b4d652b14df83a79646be42891b2d180d564f72f9f2cace3a5
Recipient Name	Miss Alana Helen Mccleave
Recipient Email	alana.watterson@gmail.com
Signing Timestamp (UTC)	2026-07-28 10:35:58
IP Address	31.94.20.64
Browser	Safari on iOS

Signing Consent & Review

Document opened	2026-07-28 10:34:35 UTC
Document reviewed (scrolled through)	2026-07-28 10:35:54 UTC
Consent confirmed	2026-07-28 10:35:58 UTC from 31.94.20.64

Statement confirmed: "I confirm that my electronic signature is legally binding and has the same legal effect as a handwritten signature."

Audit Trail

Event	Timestamp (UTC)	IP Address	Browser
Document created	2026-07-28 10:33:53	45.145.101.64	Unknown browser
Document sent to recipient	2026-07-28 10:34:10	45.145.101.64	Unknown browser
Document opened by recipient	2026-07-28 10:34:35	31.94.20.64	Safari
Document reviewed (scrolled through)	2026-07-28 10:35:54	31.94.20.64	Safari
Legally-binding consent confirmed	2026-07-28 10:35:58	31.94.20.64	Safari
Document signed	2026-07-28 10:35:58	31.94.20.64	Safari

Verify this certificate at <https://esign.fintrixor.co.uk/verify/01KYM4QAX087BYBCNH76799P1W>