

Audit and Governance Committee
Meeting to be held on 25 January 2016

Electoral Division affected:
None

Information Governance - update

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Executive Summary

A progress report on Information Governance arrangements within the County Council.

Recommendation

The Committee is asked to note the report.

Background and Advice

The Committee have previously requested regular updates on progress in developing robust arrangements to manage the County Council's responsibilities to uphold information rights in the public interest, promote openness and protect data privacy for individuals.

Information Commissioners Office (ICO) Audit

Since the last information governance update to this committee, on the 30th June 2015, good progress has been made in the provision of information governance services to the Council. The ICO returned in October 2016 and praised the Council for their significant progress in all 3 ICO audit scope areas (Governance, Training and Subject Access requests).

Areas singled out for praise included:

- The creation of a draft Corporate Risk Register showing all high level risks and opportunities faced by the Council.
- The introduction of an information risk management group identifying high level information risks and opportunities and creating mitigating (or maximising) actions before pushing them to the Corporate Risk Register.
- The introduction of a Privacy Impact Assessment Policy which includes a methodology to identify, assess and mitigate privacy risks at the start of all new projects.

- The provision of secure email and remote access for social workers screening subject access requests prior to disclosure.

The ICO audit process is now complete and all possible civil monetary penalties in lieu of security breaches at the Council have been cancelled.

Awareness Raising and Work Areas

- 50 IG champions have been nominated, 1 for every service across the Council. They have been provided with IG tools to protect information and work to promote information governance from within their service.
- An updated Information Governance intranet site can be found here: <http://lccintranet2/corporate/web/?siteid=4305&pageid=18915&e=e>
- There has also been a realignment of IG work areas in line with ICO recommendations:
 - Information Risk – looks after information risk, sharing and privacy.
 - Information Access – looks after FOI's, subject access requests, disclosures to the police and transparency of data on the web site.
 - Information Security – investigates information security incidents, and secure shared connections e.g. N3 (NHS) and Public Service Network (Government bodies) and technical security measures.
 - Information Accounts – works with 50 IG champions, one in each service, promotes the IG eLearning course, communications, spot checks, performance statistics.

Information Sharing Gateway

- A collaborative project of members of the Lancashire and Cumbria Information Gateway Group, including representatives from Acute Trusts, Mental Health, Local Authorities, Clinical Commissioning Groups, Police and the Ambulance service, have developed an electronic system to approve information sharing between the organisations and promote rapid adoption of information sharing across the public sector. Already, over 100 organisations in Cumbria and Lancashire are using this system, which is also under evaluation for use as a national tool in Health and Social Care.
- The Council already has 50+ agreements on this gateway.
- The gateway project recently won the "Effective Information Sharing and Security Award" from the iNetwork Awards.

NHS IG Toolkit

The NHS IG Toolkit is a Department of Health (DH) Policy delivery vehicle that the Health and Social Care Information Centre (HSCIC) maintain. It draws together the

legal rules and central guidance set out by the Department of Health policy and presents them in a single standard as a set of information governance requirements. Organisations are required to carry out self-assessments of their compliance against these IG requirements before they are allowed to access NHS data.

The Council recently achieved a high score of 94% against these NHS Toolkit attainment levels. This is one of the highest scores on the toolkit.

Security breaches

Since the last information governance update to this committee there have been a number of security incidents, but none serious enough to be reported to the Information Commissioners Office. They mainly consist of lost or stolen laptops and mobile phones or mail sent to the wrong address.

All people responsible for information security incidents must complete the Information Governance training. Also extra training is targeted at services experiencing multiple incidents.

Consultations

N/A

Implications

This item has the following implications, as indicated:

Risk management

It is important that the County Council continue to make progress in developing robust arrangements to secure information properly and that these arrangements be maintained if the Council is to avoid significant financial and reputational damage.

Local Government (Access to Information) Act 1985

List of Background Papers

Paper	Date	Contact/Directorate/Tel
None		