

Audit and Governance Committee
Meeting to be held on 31st March 2014

Electoral Division affected: None

Information Governance Arrangements - update

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Executive Summary

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

Recommendation

The Committee are asked to note the report.

Background

The Committee have previously requested regular updates on progress in developing robust arrangements to manage the County Council's responsibilities to properly maintain the confidentiality and security of information.

Resources

Since the last report in January, good progress has been made in the provision of meaningful resources to the Information Governance function. A job description has been prepared for a post of Head of Information Governance, it has been evaluated at Grade 13 and the recruitment process has commenced. It is hoped that an appointment can be made by early summer and in the meantime the duties continue to be covered by the External Relations Team Leader (Information Governance lead) based in Democratic Services.

In addition, with effect from the 1st January, 2014, a Grade 10 post was permanently transferred from One Connect Ltd to the County Council to undertake Information Governance work. The post holder is currently seconded to the ISIS-Liquidlogic replacement team to provide IG support on this business critical project.

More recently, with effect from the 10th March, additional support has been provided by the Business Improvement Team who have released a Business Improvement Officer for two days per week to undertake a specific piece of work relating to the proper management of information assets. This work will assist the Council in meeting several outstanding requirements within the NHS Toolkit. It has also been agreed that with effect from the 1st April, a member of staff from the Internal Audit

Team will be seconded on a full time basis to Democratic Services to assist on Information Governance matters.

NHS Toolkit

Good progress has been made in relation to attainment levels within the Toolkit particularly where they relate to staff awareness and training. The corporate e-learning package has been updated and will be rolled out to all County Council staff shortly. Completion of the package will be mandatory for staff at all levels and Management Team have instructed that if it is not completed successfully within a reasonable period (4-6 weeks) staff will be barred from accessing the corporate network. Regular refresher training for all staff will also be introduced. Paper based materials will be available to those staff who do not have access to the network and their managers will be responsible for ensuing successful completion.

In addition, as part of the Liquidlogic project, all social care staff who require access to the system will have to complete mandatory training which will contain a significant information security element. This is a significant piece of work involving several thousand staff. Again, staff who have not completed the training successfully will not be able to access the system, which will prevent those staff from carrying out their role properly and could therefore lead to disciplinary action. In general, Liquidlogic has better functionality than its predecessor ISSIS (Integrated Social Services Information System) in terms of defining user roles and permissions and restricting levels of access to information which in itself assists the Council in achieving a number of the Toolkit's requirements and strengthens its IG arrangements.

One Connect Ltd have also been able to demonstrate that attainment levels relating to information systems have been met or exceeded and appropriate evidence has been provided.

Although the Council has not been able to attain the required Level 3 accreditation for all categories within the Toolkit by the deadline of 31st March, it has been able to demonstrate excellent progress, that work is progressing well and that it has a project plan in place to achieve the required level in all categories in the near future.

A new version of the Toolkit will be released on the 1st April which will be more aligned to Local Government ways of working and a report on that will be presented to the next meeting of the Committee.

Closer working

It is pleasing to report that One Connect Ltd are keen to work more closely with the Council on IG related matters and discussions are on-going on defining roles, establishing clear lines of communication and sharing of expertise.

Security breaches

An oral update will be given on breaches since the last meeting.

Consultations

N/A

Implications:

N/A:

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.

Financial implications

N/A

Local Government (Access to Information) Act 1985

List of Background Papers

Paper	Date	Contact/Directorate/Tel
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Nil