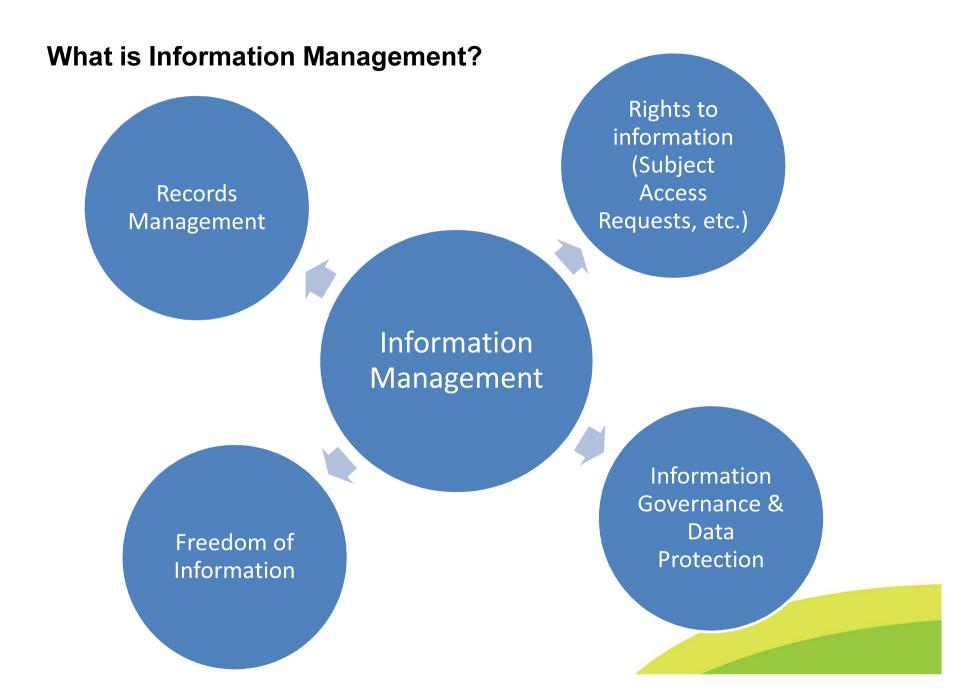
Information Management

November 2019





Information Management at Buckinghamshire County Council

- November 2018: Information Governance and Data Protection (IGDP) were reviewed across Buckinghamshire County Council.
- May 2019: New unified Information Management Team established to manage demand, reduce risk and identify opportunities for improvement
- Information Management Team includes:
 - Data Protection & Information Governance
 - Rights to Information
 - Freedom of Information
 - Modern Records
 - Business Partners
 - Information Strategy & Governance Manager

Focus of last 6 months

Roles & responsibilities

- Reconfigured the Information Governance Task & Finish Group to an Information Governance Strategic Group focus shifted from GDPR implementation to strategic development
- Revised membership to ensure senior representation from Business Units and key service areas
- Clarified roles and responsibilities

Information Management Standards

- Developed 7 Standards to underpin overarching Data Protection Policy
- Standards provide more detailed guidance and outline processes to ensure we have a consistent and effective approach
- Includes Standards regarding Data Loss Incidents/Breaches and Subject Access Requests

Data collection and reporting

- Made progress to ensure that the Respond system is used across all areas of the Council to record data loss incidents, breaches, and subject access requests.
- Established a Respond Information Management User Group to identify challenges and drive improvement
- Reviewed and refined reporting suite from Respond to ensure these are accurate and consistent
- Further work ongoing in this area

Buckinghamshire County Council

Focus of last 6 months

Recruitment

- Created specialist capacity where needed with 2x Business Partners and 1x Information Strategy & Governance Manager
- Recruitment to Business Partner Roles completed in May & June
- Recruitment to Information Strategy & Governance Manager completed at end September

Team Development Workshop sessions to identify Strengths, Weaknesses, Opportunities & Threats across each team and for the function as a whole

Resultant workplans focusing on capitalising on strengths and addressing areas of weakness

Accessibility

- Developed intranet resource to ensure key data protection information is accessible across the Council
- Ensured that public-facing information and forms are up-to-date and correct

Latest Performance & Trend

- All figures reported for April to September 2019:
- Data Breaches (reportable to the Information Commissioners Office): 2 decreased from 3 in the same period of 2018 following unification of team.
 Volume for 2019 to date returned to pre-GDPR levels.
- Data Loss Incidents: 78 increased from 61 in the same period of 2018 due to better understanding & reporting
- Subject Access Requests: 76% completed within timescales highest volume processed in Children's Services. Increased compliance due to better coordination, guidance & understanding supported by new posts
- Freedom of Information Requests: 836 received increased from 757 in the same period of 2018. High volume across BCC and continuing to increase post GDPR.

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Priorities for the next 6 months

Communications

Develop and implement a communications plan to further raise the profile of Information Management across the Council

Respond

Continue programme of work to improve data capture and visibility of data loss incidents and near misses

Accessibility

Establish regular Information Management Drop-In sessions to provide easy access & advice for staff

Subject Access Requests – redaction tool

Progress with current testing of the Brava redaction tool and seek to implement this as a standard tool if testing is successful

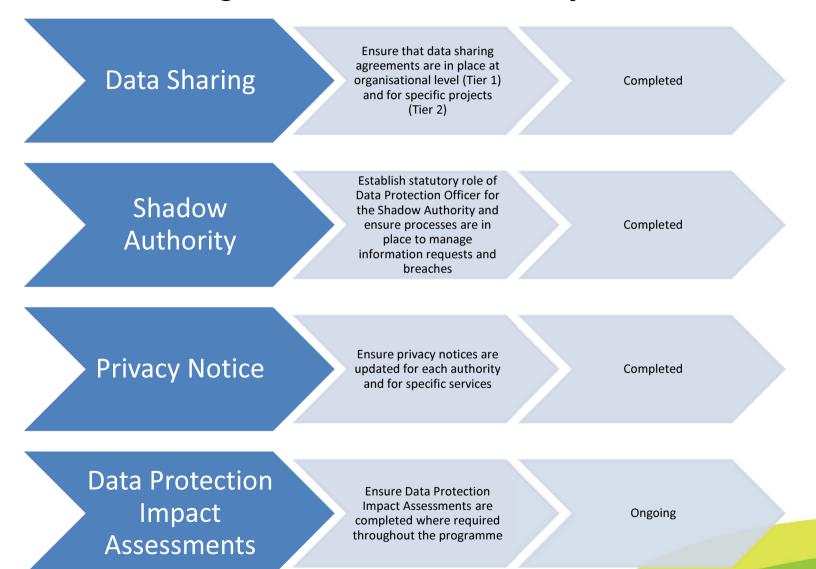
Continuous Learning & Improvement

Launch Information Management Learning Review sessions to analyse trends, identify challenges and share learning

Information Governance Task & Finish Group

Establish a new Task & Finish group to oversee and coordinate key Information Governance tasks including development of guidance, reviewing information sharing agreements and identifying performance challenges

Information Management for the new authority



Information Management for the new authority

Establish policies **Develop Information** Governance policies and and procedures procedures for the new In progress for the new authority to ensure there is a consistent understanding authority from day 1 Information Establish a consistent approach to processing of Request In progress information requests for the new authority Processing Review of data Identify information holdings across each and information authority and review in line In progress with records management holdings and retention policies Develop information governance framework for Information the new authority, including the Information Asset In progress Governance Register, processes for transferring open cases and registrations