

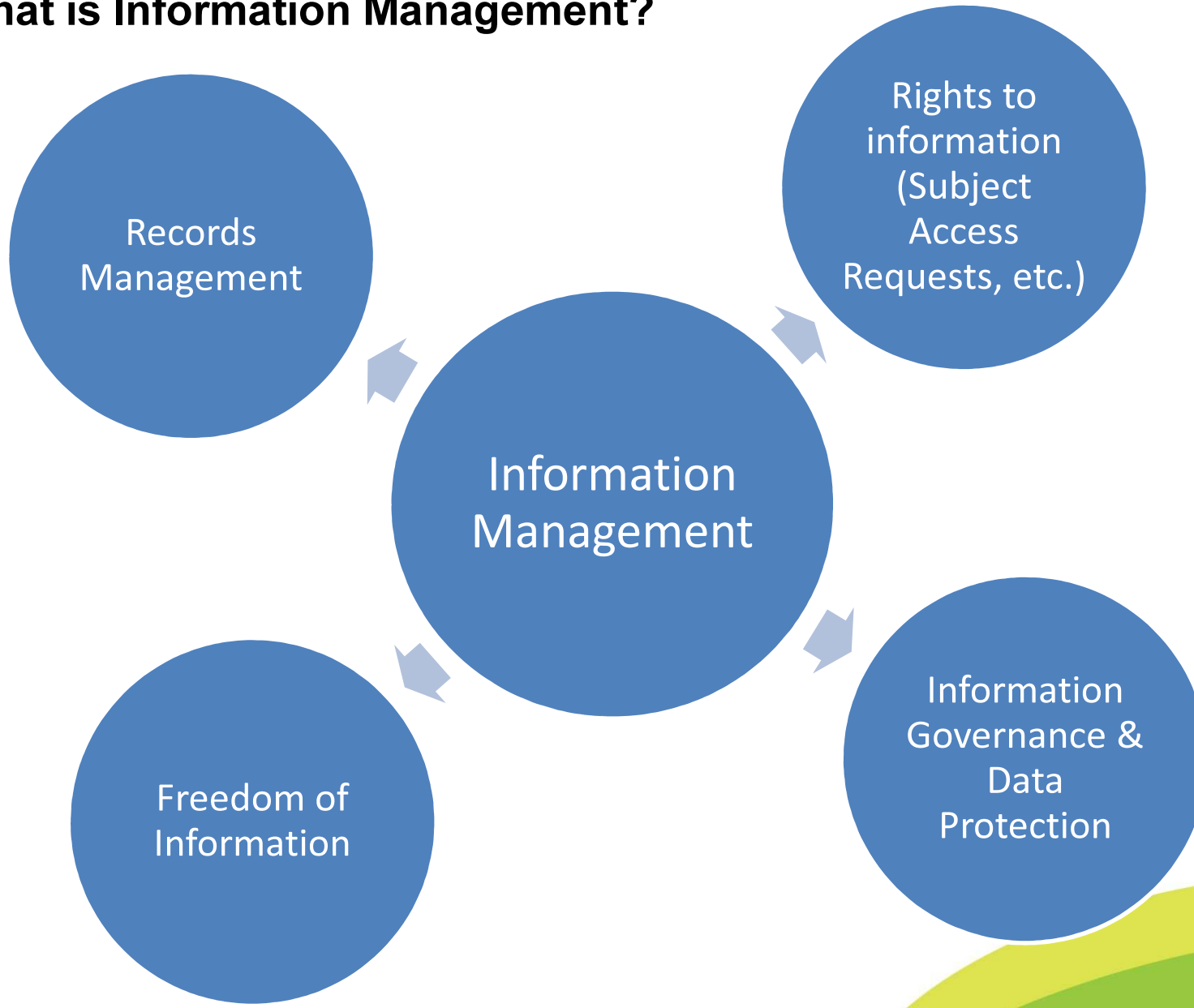
Buckinghamshire County Council

# Information Management

November 2019



## What is Information Management?



## 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

## Focus of last 6 months



## 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.



## 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**

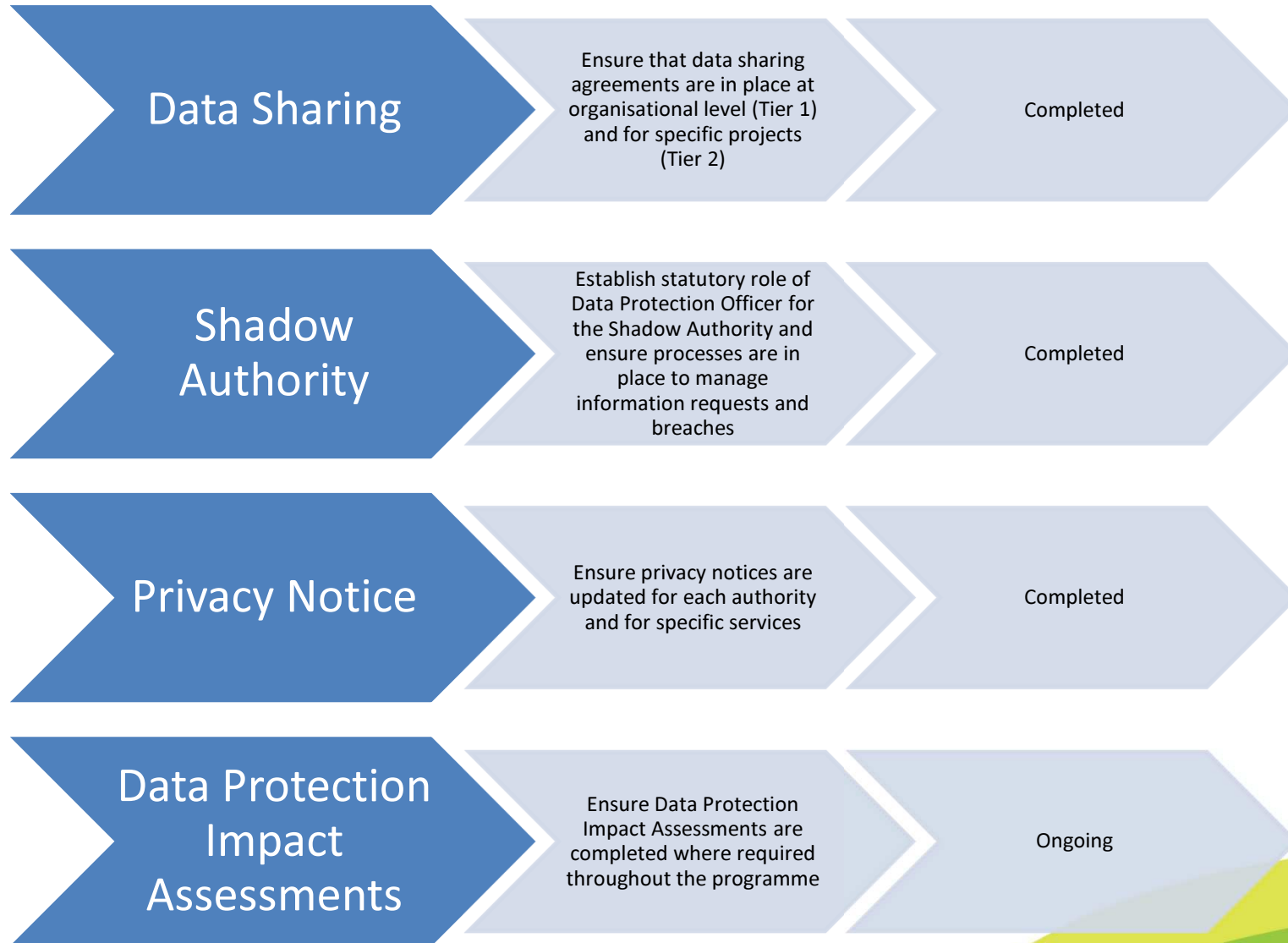
Launch Information Management Learning Review sessions to analyse trends, identify challenges and share learning

### **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





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