Nottinghamshire County Council

REPORT OF THE SERVICE DIRECTOR FOR CUSTOMERS, EMPLOYEES AND GOVERNANCE

INFORMATION GOVERNANCE ACTION PLAN 2019/20: PROGRESS UPDATE

Purpose of the Report

1. To inform Governance and Ethics Committee of progress in delivering the Council's Information Governance Action Plan for 2019/20.

Information

2. In May 2019 Governance and Ethics Committee approved the Information Governance Action Plan for 2019/20.

3. The IG Action Plan is intended to give on-going visibility and momentum to the work in improving the Council's approach to information governance. It followed the successful conclusion of the first phase of the Information Governance Improvement Programme which had focused upon compliance with new data protection law whch came into force in May 2018.

4. Some of the actions contained in the IG Action Plan arose from identified gaps in the Council's self-assessment against the Data Security and Protection (DSP) Toolkit. These also feature in a separate DSP Toolkit Action Plan agreed with NHS Digital earlier in the year. The Toolkit provides assurance that health and social care organisations are practicing good data security and that personal information is handled correctly.

5. The table at Appendix A gives an overview of progress in delivering the IG Action Plan for 2019/20 as at the end of Quarter Two (the end of September 2019). The actions that also form part of the Toolkit Action Plan agreed with NHS Digital are marked with an asterisk (*).

6. Positive progress has been made, with many tasks completed or partially competed and due to be completed imminently.

7. The development of a new Information Strategy has been deferred to ensure an alignment with the Council's emerging intelligence led and digital enabled transformation agenda as envisaged by the Improving Customer Experience through Digital Development Programme.

As agreed at Improvement and Change Sub-Committee on 23 September 2019. This Programme will focus on:

a) **Theme 1 - Service Design and Automation** - identifying where processes could be improved, digitised, automated or re-designed; the main objective being to improve/enhance the 'customer experience'.
b) **Theme 2 - Digital Workforce –** providing staff with the right tools, skills and knowledge to work effectively and efficiently to improve sustomer service
c) **Theme 3 - Digital Partnerships and Collaboration** – working with partners to explore and pursue opportunities for better working together supported by digital tools.
d) **Theme 4 – Digital Intelligence** – using data and information to better inform decision making, predicting forthcoming needs and to shaping service delivery models.
e) **Theme 5 – Digital enabling technology** - ensuring existing technology is used to its full potential; embracing new opportunities by introducing new technology which will help to deliver commitments set out in the Council Plan.

8. The work of this Programme will be innovative and iterative. Should an Information Strategy be considered necessary in the future, it will be developed to take stock of the Programme; increasing business intelligence; wider developments on data use and align to the next Council Plan.

9. Finally, it is worth noting that the Information Governance Team continues to undertake core business alongside the implementation of the more developmental objectives set out in the Information Governance Action Plan such as:

- Providing advice and support to the departments on data protection and information governance through a business partnering approach;
- Supporting the completion of Data Protection Impact Assessments (DPIAs) which are mandatory for projects and initiatives which present a high risk to individuals' rights or freedoms.
- Coordinating the Council's management of personal data breaches.

Other Options Considered

10. None. The Committee previously agreed that it would receive progress update reports.

Reason/s for Recommendation/s

11. The Information Goverance Action Plan contains those actions that improve the Council's compliance and performance on information governance and enable it to meet external standards for data security and protection as set out in the DSP Toolkit. The Committee previously agreed that it would receive progress update reports on the Action Plan.

Statutory and Policy Implications

12. This report has been compiled after consideration of implications in respect of crime and disorder, data protection and information governance finance, human resources, human rights, the NHS Constitution (public health services), the public sector equality duty, safeguarding of children and adults at risk, service users, smarter working, sustainability and

the environment and where such implications are material they are described below. Appropriate consultation has been undertaken and advice sought on these issues as required.

RECOMMENDATION/S

1) It is recommended that Governance and Ethics Committee:

   a. agree to receive a follow up/update report in February on the Information Governance Action Plan and that this be included in the work programme.

Marjorie Toward
Service Director for Customers, Employees and Governance

For any enquiries about this report please contact: Caroline Agnew (ext. 73760)

Constitutional Comments (HD – 02/10/2019)

1. Governance and Ethics Committee has the authority to consider the recommendations within the report.

Financial Comments (SES - 04/10/19)

2. There are no specific financial implications arising directly from this report.

Background Papers and Published Documents

Except for previously published documents, which will be available elsewhere, the documents listed here will be available for inspection in accordance with Section 100D of the Local Government Act 1972.

- An Update on the Cross Council Digital Programme – Improving Customer Experience through Digital Developments - report to Improvement and Change Sub-Committee, 23 September 2019
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Electoral Division(s) and Member(s) Affected

- All.