



### Information Management and Data Quality Policy

#### Context

1. The overall purpose of this policy is to maximise the effectiveness of Nottinghamshire County Council by managing data, information and records as strategic corporate assets in support of our values, priorities and plans and ensure compliance with relevant legislation.
2. Effective data and information management (IM) makes service delivery more efficient, and supports transparency, collaboration across departments, and informed decision making in County Council operations. It also preserves historically valuable information and records.
3. The introduction of standardised Information Management systems and data quality will enable the County Council to deliver reductions in bureaucracy and raise the performance of all key business processes. It will also help to keep the information that we hold safe and secure.

#### Scope of this policy

4. Data, information and records are corporate resources owned by the County Council. All data, information, documents and records must be managed in accordance with this policy and associated documents.
5. This policy applies to all data, information and records held by the County Council, regardless of format. This includes documents and records in electronic or digital form as well as physical form (hardcopy).
6. This policy applies to all elected members, officers and through commissioning and agreements, partners, volunteers, contractors and consultants.

#### Principles and Commitments

7. Information must be managed using sound processes. The County Council therefore commits to the following :
  - To be compliant with all relevant legislation and statutory requirements
  - To maintain accurate business information, data and records
  - To review and appropriately dispose of information, data and records that are no longer required
  - To ensure information security through robust technical and organisational controls.
  - To ensure that all staff have been made aware of their duty of care and appropriately trained in order to deliver the commitments of this policy.
  - To only collect information that is necessary for the delivery of services.
  - To collect information once wherever possible and develop a single business intelligence architecture to manage it appropriately to deliver a range of services, inform management decisions at service/operational, strategic levels and in partnership

#### Responsibilities in relation to the Principles and Commitments

8. This policy establishes responsibilities which include;
  - **Corporate leadership team;** the corporate leadership team will be responsible for ensuring that this policy is implemented at all levels within the County Council.



- **SIRO**; the Senior Information Risk Owner is responsible for leading and fostering the organisational culture that values, protects and uses information for the public good. The SIRO is responsible for the overall information risk policy and risk assessment process.
- **Information Asset Owners**; are responsible for promoting and supporting the organisational culture as determined by the SIRO. They are also responsible for managing the information assets within their remit from the perspective of access, risk and lifecycle
- **Departmental management teams**; Responsibilities of departmental management teams include promoting a culture that values information and its effective management; and allocating appropriate resources to support information management, and support the work of the Information asset owners
- **Team managers**; Responsibilities of team managers accountable for implementing this policy include ensuring that the effectiveness of IM policy implementations are periodically assessed; and ensuring implementation of this policy and associated guidance.
- **All officers, partners, volunteers, contractors, consultants and agency staff** are responsible for applying IM principles, standards, and practices in the performance of their duties.
- **Elected Members**; members of the County Council including co-opted members are responsible for protecting the information and data which they have access to or are exposed to in the course of their County Council activities in accordance with this policy, its supporting documents and relevant legislation.
- **Information manager**; the information manager has specific roles and responsibilities related to the management of information, which include developing and promoting a framework for the management of information, including standards, guidelines, tools, and best practices that support this policy; and providing advice to departments.
- **Business Intelligence Manager**; has specific responsibilities related to the management and quality of the Council's data and business intelligence, which include developing and promoting standards for the provision and use of business intelligence, management information and analysis and co-ordinating service process and business system change and its impact on BI infrastructure.
- **ICT Services**; are responsible for ensuring that information and data management facilities are appropriate; effective and secure in accordance with legislative and statutory requirements. This will include the undertaking, and documentation, of appropriate risk assessments in respect of system and database security. ICT services are also responsible for ensuring that information security policies are maintained and adhered to in conjunction with the information manager.
- **Internal Audit**; The team will be responsible for ensuring that data quality meets the appropriate standard and that each audit undertaken has an element of challenge to



ensure that information management and data quality are addressed in accordance with this policy and supporting documents.

### **Implementation**

9. Awareness of this policy will be promoted through news on the Council's intranet home page, at team meetings by discussion at appropriate performance reviews and other relevant meetings and by inclusion in appropriate training modules and in appropriate publications.

### **Review**

10. The policy will be reviewed in April 2017 and annually thereafter.