

Public Protection Partnership Information Management Strategy 2018-2021

Version	Version 1
Date Agreed	
Next Review Date	
Agreed by	Joint Management Board
Author(s)	Emma Coles – Partnership Support Manager

Introduction

The Public Protection Partnership (PPP) uses a vast amount of data to inform its strategies and plans. Information Management is about good record-keeping practices and managed use of information. As a general principle, PPP seeks to be open in the way in which it operates, in particular as to how it delivers local services and how it makes decisions.

The way the PPP manages its information is crucial to maintaining effective and efficient business operations.

Purpose

Information management has become an increasing challenge due to the continuing development of technological advances, legislative requirements, joint working/partnership arrangements and central government requirements.

PPP's vision for information management is for it to create, maintain, retrieve and dispose of its information in a professional, consistent and efficient manner.

This Strategy provides an overarching framework which will assist PPP to manage its information more effectively. It establishes a framework for developing better information flows. The Strategy sets principles for controlling the information lifecycle from creation to disposal. Its implementation will enable PPP staff to have the right information in the right format at the right time and therefore underpins delivery of all services.

Effective information management results in the PPP keeping personal information safe and protecting the interests of residents and service users. It also enables the PPP to work better with its partners by sharing relevant information appropriately.

The PPP's Core Priority Themes

- Community Protection
- Protecting and Improving Health
- Protection of the Environment
- Supporting Prosperity and Economic Growth
- Effective and Improving Service Delivery

This Information Management Strategy will assist in delivering PPP's services and meeting its priorities. In particular, better information management will increase accountability and effective partnership working, efficiency and provide value for money. The Strategy will also aid the statutory obligations, for example, in relation to data protection and safeguarding vulnerable people.

Defining Information

Information means information held:

- On paper
- In corporate systems such as Agresso and Geographical Information System
- In departmental systems – Uniform West Berks, Uniform BFC, Flare, Opentext EDRMS, IDOX EDRMS.
- In documents produced by desktop applications such as Microsoft Office and email
- On the three Councils intranets and public websites (Wokingham, West Berks and BFC).

Aims

The aims of this Strategy are to:

- Improve appropriate access to information and ensure it is available to all who are authorised to access it.
- Ensure efficient and effective management of information which is relevant, fit for purpose, accurate and reliable.
- Provide staff with appropriate skills through training to enable them to manage information resources confidently and effectively and also to comply with existing policy/legal obligations.
- Facilitate information-sharing across the three council environments and with relevant stakeholders whilst complying with legal obligations, with appropriate security to protect the rights of the data subjects and owners and prevent inappropriate disclosure.
- Ensure information security through appropriate technical systems and provision for protection in accordance with legislation.

The successful implementation of this strategy will assist PPP to:

- Fulfil its statutory obligations including those relating to the disclosure of information including under the Data Protection Act, General Data Protection Regulation, subsequent data protection laws, Freedom of Information Act and Environmental Information Regulations in the most cost effective way.
- Hold, process and manage information in a secure way.
- Empower employees to be well informed about good information management practice.
- Provide staff and councillors with access to the information they require to fulfil their duties, in accordance with appropriate security and access policies.
- Provide value for money by using information effectively and avoiding duplication of time and resources.
- Collect information only when it is necessary.
- Be transparent and accountable and respond to a request for information promptly and have a culture in the organisation of being open to share information unless there is a good reason not to.
- Provide the public with readily available access to information they are entitled to, unless there is a reason access should not be afforded which outweighs the presumption of openness.
- See information as a resource for the whole organisation and share as appropriate to increase consistency, avoid duplication and unnecessary storage.
- Increase effective partnership working by facilitating appropriate information sharing.

Monitoring and review:

This is a medium term, 3 year strategy. The implementation and success of the strategy and the Action Plans made in accordance with it will be monitored quarterly by the Joint Management board and PPP Senior Management Team. As part of this review and where appropriate, the priority level for implementation will be amended and any work that is deemed to be complete will be removed from the programme.

Work programme for ongoing actions

	Objective	Actions	Responsible officer
Aim 1: Access to information			
1.1	To maintain a central repository of all policies and guidance relevant to information management so that staff and members can easily access them.	The Information Management Hub is a central repository for all policies and guidance relevant to information management.	Management Support Officer
1.2	To maintain a list of the information the PPP creates, receives and maintains.	The Information Asset Register is in place and is reviewed every year.	Management Support Officer
Aim 2: Efficient and effective management of information			
2.1	To ensure policies relating to information management are subject to an appropriate review cycle.	The maintenance of the Information Policy Register and to undertake policy reviews when required.	Management Support Officer
Aim 3: Staff with appropriate skills in dealing with information			
3.1	Increase staff awareness of information management and security.	Existing information management and security policies are communicated to all members of staff on a regular basis.	Senior Management Team
		Information management and security training is incorporated into the induction process.	Senior Management Team
		Information management and security training is incorporated into the learning and development programme.	Senior Management Team
3.2	Continue to raise staff awareness of Freedom of Information and access to records under the GDPR and other data protection law obligations.	Freedom of Information/information to records training is incorporated in the induction process.	Senior Management Team
3.3	Ensure refresher training is booked for a maximum of three years after undertaking initial training.	GDPR Training schedule development	Partnership Support Team Manager
Aim 4: Appropriate information sharing			
4.1	Have clear and relevant Information Sharing Protocols in place and raise staff awareness of these.	Exercise undertaken to: Identify where information sharing takes place. Where information sharing takes place, a protocol is developed if one did not already exist. Review existing protocols.	Senior Management Team

Work programme for actions identified as priority 1, 2 or 3

Priority:

1 = to be achieved as a priority

2 = to be achieved as a medium term priority

3 = to be achieved as and when resources are available

	Objective	Actions	Priority	Responsible officer
Aim 1: Access to information				
1.1	To enhance the effectiveness of the external website.	Review management arrangements and resource requirements. To include all pages with publication of information e.g. .gov links	1	Claire Lockhart
1.2	To maintain a well organised electronic network drive.	Each team to develop a plan for the arrangement of their electronic network drive to enable it to prevent duplication and clean their existing network drive file stores.	2	Senior Management Team
1.3	To utilise a Corporate Electronic Document Management System	Each department to contribute to the implementation of the EDRMS project.	3	Senior Management Team
1.4	To publish all mandatory information as required under the Local Government Transparency Code 2015.	All teams publish their own information as prescribed by the 2015 Code and to ensure publication in accordance with mandatory timescales.	2	Senior Management Team

	Objective	Action	Priority	Responsible officer
Aim 5: Information security				
5.3	To have in place appropriate technical and organisational measures against unauthorised or unlawful processing of personal data and against accidental loss, destruction or damage to personal data.	As part of the existing review process, all relevant information security policies and procedures are revised (where appropriate) to take into account legislation, changes in existing policy and mandatory requirements.	2	Senior Management Team

Resource implications of this Strategy

The implementation of this Strategy will have resource implications, similar to keeping publications up to date and checking that information is accurate. The attainment and timing of the implementation of the Strategy will be contingent upon whether sufficient resources can be made available and if so when.