
INFORMATION GOVERNANCE PROGRAMME PROGRESS REPORT

SUMMARY REPORT

Purpose of the Report

1. To provide an update on the information risk management and information governance awareness strands of the Information Governance Programme as requested by Audit Committee in March 2016.

Summary

2. The information risk management programme has made steady progress in most service areas with action plans beginning to be delivered. Advice and guidance on how to approach common issues such as records management has been published, and the Information Security Manager continues to offer support to services on the delivery of the programme.
3. The information governance awareness programme involves the completion of three mandatory awareness courses, and overall progress on uptake to date is gradual.

Recommendation

4. It is recommended that progress on the implementation of the information risk management and information governance awareness programmes be noted.

Reasons

5. To provide the Audit Committee with a status report on the delivery of key strands of the Council's Information Governance Programme.

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Director of Neighbourhood Services and Resources

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Background Papers

S17 Crime and Disorder	There is no specific crime and disorder impact.
Health and Well Being	There is no specific health and well being impact.
Carbon Impact	There is no specific carbon impact.
Diversity	There is no specific diversity impact.
Wards Affected	All wards are affected equally.
Groups Affected	All groups are affected equally.
Budget and Policy Framework	This report does not recommend a change to the Council's budget or policy framework.
Key Decision	This is not a key decision.
Urgent Decision	For the purposes of the 'call-in' procedure this does not represent an urgent matter.
One Darlington: Perfectly Placed	There is no specific relevance to the strategy beyond a reflection on the Council's governance arrangements.
Efficiency	Implementation of effective information governance systems and procedures has a positive impact on efficiency.

MAIN REPORT

Current Position

Information risk checklist programme

6. The table in **Appendix 1** shows the current position with regard to the completion of the information risk checklists and associated improvement action plans.
7. There are 30 service areas that have been determined by Assistant Directors to complete the risk checklist and where applicable associated actions plans.
8. All service areas have submitted a risk checklist, 26 of which have associated action plans. The remaining four action plans are currently being developed.
9. The submissions are reviewed by the Information Security Manager to identify any issues or queries that need to be addressed. There are currently six checklists and ten action plans under review.
10. The Information Security Manager provides advice and guidance on queries relating to the delivery of action plans, including documented guidelines and meetings with service managers.

Information governance awareness programme

11. The information governance awareness programme requires the completion of three online awareness courses by all staff with access to the Council's network.

The courses cover

- (a) Information security
- (b) Social media
- (c) Data protection

12. The information security and social media courses were published a number of months ago but the data protection course has only recently been issued.
13. The table in **Appendix 2** shows the current position with regard to the completion of the online courses. Overall progress is gradual.
14. The online awareness courses are only available to staff with access to the Council's intranet. For those staff with no access, a leaflet covering information management issues and responsibilities previously issued is currently being updated and will be provided to line managers for distribution to the relevant staff in due course.

Appendix 1 – Information Risks Checklist and Action Plan Status Report

DIRECTORATE	SERVICE	Status	
		Checklist	Action Plan
NEIGHBOURHOOD SERVICES AND RESOURCES	Finance and HR		
	<i>Corporate assurance</i>	S	S
	<i>HR, Occupational Health and Health & Safety</i>	S	S
	<i>Finance</i>	S	S
	Community Services		
	<i>Cultural Services</i>	S	S
	<i>Environmental Services</i>	S	S
	Housing and Building Services		
	<i>Revenues and Benefits</i>	S	S
	<i>Building Services</i>	P	P
	<i>Housing</i>	S	S
	Law and Governance		
	<i>Democratic and Customer Services</i>	S	P
	<i>Legal Services</i>	S	N
ECONOMIC GROWTH	Economic Initiative	S	S
	Capital Projects, Transport and Highways Planning		
	<i>Capital Projects</i>	S	S
	<i>Economic Projects</i>	S	S
	<i>Highways Maintenance</i>	S	S
	<i>Highway Network Management</i>	S	S
	Regulatory Services		
	<i>Environmental Health Commercial</i>	S	P
	<i>Environmental Health – Environmental Protection</i>	S	N
	<i>Licensing, Private Sector Housing and Parking Appeals</i>	S	P
	<i>Estates, Corporate Landlord and Building Control</i>	S	N
	<i>CCTV</i>	P	P
	<i>Parking</i>	P	N
	<i>Trading Standards</i>	S	P
PEOPLE	Public Health		
	<i>Public Health</i>	S	S
	Children’s Services		
	<i>Children’s Services</i>	S	P
	<i>CFL</i>	P	P

DIRECTORATE	SERVICE	Status	
		Checklist	Action Plan
	<i>Practice Improvement</i>	P	P
	<i>Review and Development</i>	S	S
	<i>First Contact and Locality Services</i>	P	P
	Adult Services	S	S
	Strategy and Commissioning	S	S

Status key:

Checklist	N	Not yet submitted
	P	Submitted but only partially completed – requires review and amendment
	S	Submitted and complete
Action Plan	N	Not drafted
	P	Drafted but only partially completed – requires review and amendment
	S	Delivered or delivery in progress

Appendix 2 – Online Awareness Courses Completion Statistics

DIRECTORATE	SERVICE	Infosec		Social Media		DPA	
		Comp	%age	Comp	%age	Comp	%age
Neighbourhood Services and Resources	Finance and HR	63	91	63	91	20	29
	Community Services	58	36	90	55	14	9
	Communications	3	23	2	15	1	8
	Housing and Building Services	148	85	142	82	28	16
	Law and Governance	88	81	81	74	2	2
Economic Growth	Economic Initiative	19	53	21	58	10	28
	Capital Projects, Transport and Highways Planning	65	96	65	96	43	63
	Regulatory Services	51	68	46	61	16	21
People	Public Health	7	100	5	71	0	0
	Children's Services	271	63	268	63	100	23
	Adult Services	107	80	102	76	56	42
	Strategy and Commissioning	14	82	13	76	11	64