

## CHS Information Governance Policy Framework

### Introduction

Good information management helps all stakeholders in the Children's Hearings System (the System) facilitate the best outcomes for the children, young people and families. That's why CHS aims for the highest standards when it comes to managing information. To achieve this, CHS operates a number of policies and procedures, which cover various aspects of how information should be managed.

Getting the balance right here is important. Good information management should be an enabler, not a barrier, to improved outcomes for children, young people and families. Policy, procedure and guidance should help you better understand and fulfil your role and responsibilities, without becoming a hindrance. This guide will help you quickly identify those policies, procedure and guidance which are most relevant to you.

### Core Information Governance Policies

CHS has established an Information Governance (IG) Policy Framework which encompasses all IG related policies, procedures and guidance. Please see details of the four overarching, core IG policies below.

#### Data Protection Policy

The purpose of the policy is to ensure that:

- the rights and responsibilities laid out in the Data Protection Act 1998 (DPA) are upheld
- the personal data of individuals is used lawfully and adequately protected
- individuals who are the subject of personal (and sensitive personal) data are protected from damage or distress

The policy outlines:

- the rights of individuals to whom personal data relates - children, family members, and others
- the risks associated with the use and treatment of personal (and sensitive personal) data
- the responsibilities of CHS, its staff and Board, and of stakeholder groups within the Children's Hearings System – including panel members, AST members and Clerks

We consider the *Data Protection Policy* to be essential reading for all within the System.

Summary guidance in the *Data Protection – what do you need to know* briefing sheet has been produced to help panel and AST members make sense of the DPA and CHS' *Data Protection Policy* in the context of their roles.

A *Managing Information – Guidance for Staff* handbook on Data Protection and Keeping Information Safe has also been produced to highlight the rights (of individuals) and responsibilities (of staff) in relation to the management of personal information. CHS staff should have read and understood this guidance, and should regularly refresh their knowledge.

### **Information Security Policy**

The purpose of the policy is to:

- set out CHS' approach to maintaining the confidentiality, integrity and availability of its information and information systems
- identify the steps that CHS will take to ensure that information is safeguarded from unauthorised use, modification, disclosure or destruction – whether accidental or intentional

The policy outlines:

- the legislative framework in which CHS operates
- the information security objectives of CHS
- the responsibilities of CHS, its staff and Board, and of stakeholder groups within the Children's Hearings System – including panel members, AST members and Clerks

We consider this policy to be essential reading for all staff and Board members. We would also recommend that panel and AST members, and Clerks read this brief policy.

The policy outlines its key supporting policies, procedures and guidance. Please refer to the matrix below for details on which of the policies, procedures and guidance we expect you to read and understand, depending on your role within the System.

### **Acceptable Use Policy**

The purpose of the policy is to:

- define acceptable and unacceptable use of CHS IT systems in order to protect children and families, as well as panel members, AST members, Clerks, staff and Board members from harm caused by the misuse of our systems

The policy outlines:

- advice and guidance on the acceptable use of email, personal and removable media devices, social media, discussion forums and IT and communications equipment
- the responsibilities of CHS, its staff and Board, panel members, AST members and Clerks
- the consequences of breaching the policy

We consider this policy to be essential reading for all staff, Board members and Clerks. We have produced an *Acceptable use – summary guidance* document which is essential reading for panel and AST members.

## Records Management Policy

The purpose of the policy is to:

- demonstrate CHS' commitment to best practice recordkeeping and undertaking activities in a transparent and accountable manner
- highlight the importance of managing records effectively within the organisation
- act as a mandate for the support and delivery of recordkeeping policies and procedures across the organisation

The policy outlines:

- the key aims and objectives of the organisation in relation to its recordkeeping
- the responsibilities of CHS, its staff and Board, and of stakeholder groups within the Children's Hearings System – including panel members, AST members and Clerks

We consider this policy to be essential reading for all staff and Board members.

The policy is supported by additional (and in some case, role specific) records management procedures and guidance. Please refer to the matrix below for details on which of the procedures and guidance we expect you to read and understand, depending on your role.

## Key Contacts

### **Ava Wieclawska – Records Manager** (0131 244 3614)

Primary contact for general queries or concerns relating to this IG policy framework, to report an information security incident or to inform CHS of an information request.

[ava.wieclawska@chs.gsi.gov.uk](mailto:ava.wieclawska@chs.gsi.gov.uk) or [information@chs.gsi.gov.uk](mailto:information@chs.gsi.gov.uk)

### **Sara Brodie - Performance and Research Officer** (0131 244 4742)

In the Records Manager's absence, contact for general queries or concerns relating to this IG policy framework, to report an information security incident or to inform CHS of an information request.

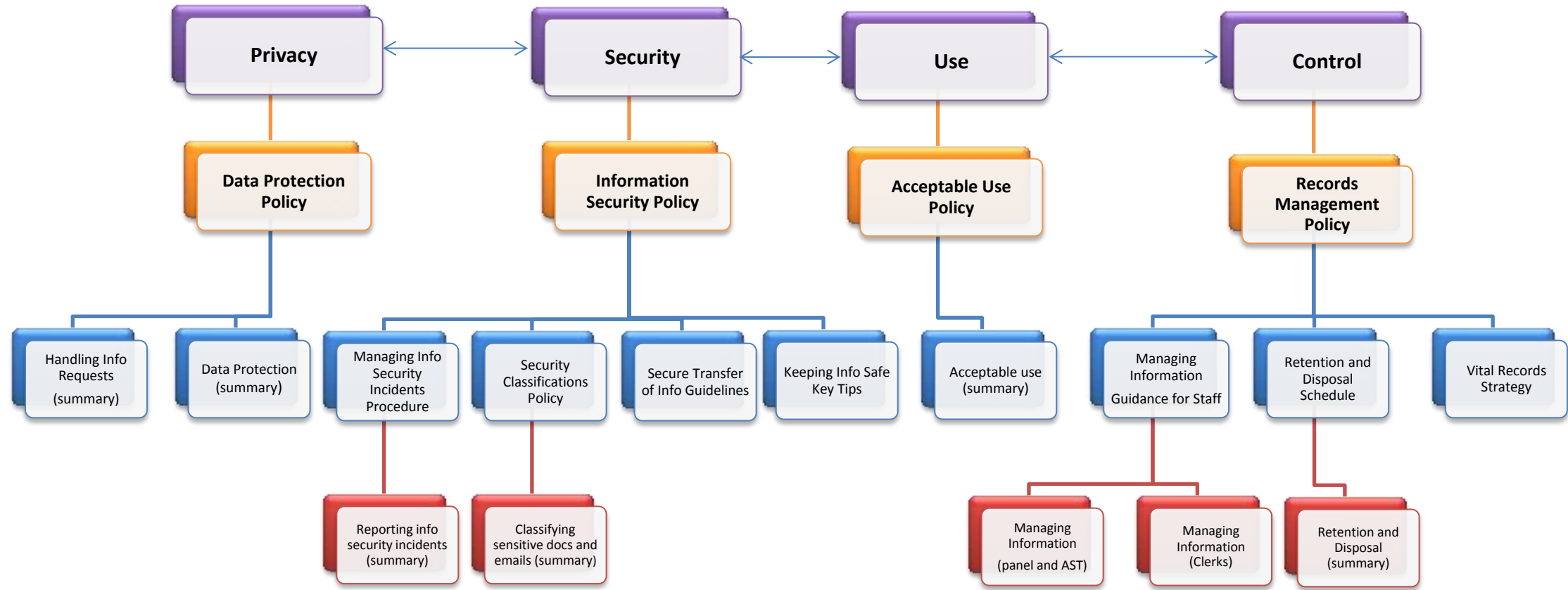
[sara.brodie@chs.gsi.gov.uk](mailto:sara.brodie@chs.gsi.gov.uk) or [information@chs.gsi.gov.uk](mailto:information@chs.gsi.gov.uk)

### **John Brown – IT Officer** (0131 244 3696)

Contact for IT security issues.

[john.brown@chs.gsi.gov.uk](mailto:john.brown@chs.gsi.gov.uk)

# Information Governance Policy Framework



## Matrix of policies

Please refer to the matrix below for details of the policies, procedures and guidance that we consider are essential reading for your role.

Information Governance policies and procedures	Panel members	AST members	Clerks	CHS Board	CHS Staff
<b>Privacy</b>					
Data Protection Policy	✓	✓	✓	✓	✓
Data Protection (summary guidance)	✓	✓			
Handling information requests (summary guidance)		✓	✓		
<b>Security</b>					
Information Security Policy				✓	✓
Managing Information Security Incidents Procedure					✓
Reporting information security incidents (summary guidance)	✓	✓	✓	✓	
Security Classifications Policy				✓	✓
Classifying sensitive documents and emails (summary guidance)	✓	✓	✓		
Secure Transfer of Information Guidelines					✓
Keeping Information Safe – key tips for panel members (+ video)	✓				
Keeping Information Safe – key tips for AST members		✓			
Keeping Information Safe – key tips for Clerks			✓		
Keeping Information Safe – key tips for Board members				✓	
<b>Use</b>					
Acceptable Use Policy			✓	✓	✓
Acceptable use (summary guidance)	✓	✓			
<b>Control</b>					
Records Management Policy				✓	✓
Managing Information – guidance for staff					✓
Managing Information – summary guidance for panel and AST members	✓	✓			
Managing Information – summary guidance for clerks			✓		
Retention and Disposal Schedule					✓
Retention and Disposal - guidance for clerks			✓		
Vital Records Strategy					✓