

Information Governance

Objective 3



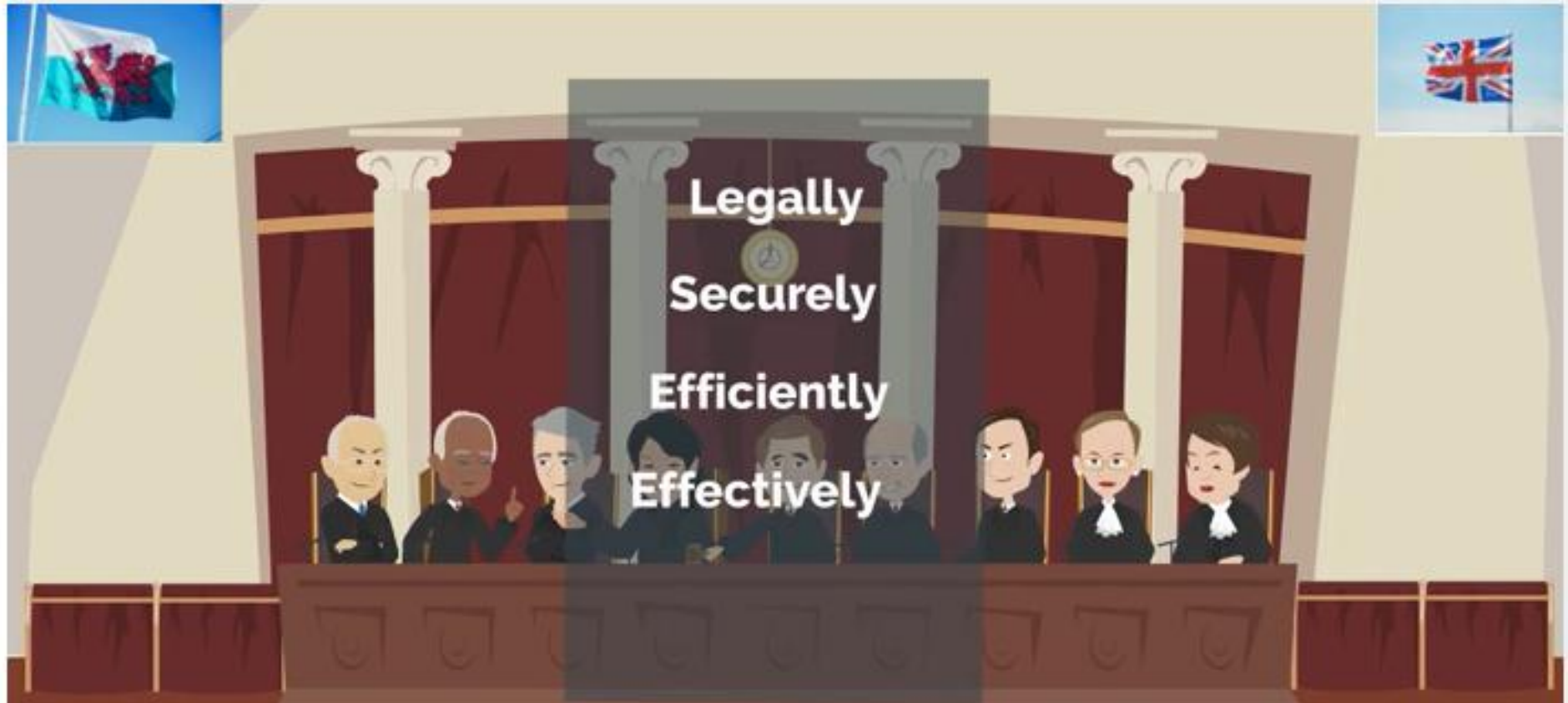
Understand your key responsibilities in relation to Information Governance and Records Management, including identifying where to gain access to local policies, procedures and further information.

Objective number 3: To understand your key responsibilities in relation to information governance and records management, including identifying where to gain access to local policies, procedures and further information

Information Governance



Information Governance



Information Governance is also about setting a high standard for the management of information to ensure it is dealt with legally, securely, efficiently, and effectively in order to deliver the best possible services and comply with legislative obligations.

Information Governance



The Data Protection Act 2018 and UK General Data Protection Regulation 2016

The Freedom of Information Act 2000 and The Environmental Information Regulations 2004

The Computer Misuse Act 1990

The Common Law Duty of Confidentiality

The Records Management Code of Practice for Health and Social Care 2022

The Caldicott Principles

These include the Data Protection Act 2018 and UK General Data Protection Regulation 2016, The Freedom of Information Act 2000 and the Environmental Information Regulations 2004, The Computer Misuse Act 1990, The common law duty of confidentiality, The records management code of practice for health and Social Care 2022, and finally, the Caldicott principles.

Information Governance



Everyone within the organisation has a responsibility to comply with legislation, national and local policies and procedures when handling information

Information Governance



Your responsibility

It is your responsibility to fulfil a number of obligations. These include attending mandatory training. There may also be other relevant training dependent on your role.

Information Governance

Attend mandatory training

Read and understand organisational policies

Seek advice from the relevant subject matter experts

Maintain professionalism in accordance with local procedures and national standards

Read and understand organisational policies. You will be directed to these at the end of your training. Seek advice from the relevant subject matter experts. It is very important that you know where to go when you need assistance in the areas covered by this training., And finally, maintain professionalism in accordance with local procedures and national standards

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Where to seek support

An illustration on a blue background with a white grid pattern. It features several cartoon characters: a woman with a headset sitting on a stack of books, a woman in a headset reading a book, a man in a headset reading a book, a woman in a headset reading a book, a man in a white shirt and tie pointing, and a man in a headset looking at a laptop. A globe is also present in the scene.

By the end of this training package, you should understand how the legislative standards apply to your everyday working, your day-to-day actions and responsibilities and where to go for further support. Unless you are an information governance professional, you are not expected to know everything. What you are expected to know is where and who to go to for support when you need help.

Information Governance

Information Governance Team or Lead



Your organisation will have an information governance team or lead. They are your subject matter expert in all things information governance and records management. If you need help or are unsure, seek their advice. They would much rather you came to them from the outset to get things right the first time, rather than only seeking support when things go wrong.

Information Governance

People with specific roles and responsibilities



Additionally, there are a number of roles within your organization that have specific information governance responsibilities.

Information Governance

The Information Commissioners Office (ICO)



ico.

Swyddfa'r Comisiynydd Gwybodaeth

My role is to work with those to whom we entrust our data so they are able to respect our privacy with ease whilst still reaping the benefits of data-driven innovation. I also want to empower people to understand and influence how they want their data to be used, and to make it easy for people to access remedies if things go wrong.



another important role in the management of information and associated compliance with legislation is the Information Commissioner's Office or ICO for short. amongst other very important responsibilities, the ICO regulates compliance of the UK General Data Protection Regulations. John Edwards in his role as the UK Information Commissioner, is quoted as saying 'Privacy is a right, not a privilege. In a world where our personal data can drive everything from the healthcare we receive to the job opportunities we see, we all deserve to have our data treated with respect. My role is to work with those to whom we entrust our data so that they are able to respect our privacy with ease while still reaping the benefits of data-driven innovation. I also want to empower people to understand and influence how they want their data to be used and to make it easy for people to access remedies if things go wrong.'

Information Governance



So in addition to those previously mentioned, roles and responsibilities also remember that information governance and records management is the responsibility of everyone working to provide health and social care services to the general public in Wales.



Access to all types of information

now let's learn about how organisations provide access to all types of information held.



00:03 / 03:43



Your organisation will receive numerous types of requests for information. Your organisation will have set policies and procedures in place to process and respond to access to information requests.



00:11 / 03:43



The Freedom of Information Act 2000, in short, FOIA allows anyone to request access information held by a public authority, information that may be requested might include minutes of meetings, details of financial spend, commercial arrangements with third parties and statistical information relating to the performance of organisations delivering health and social care services.



The organisation has up to 20 working days to respond to any requests made under FOIA. There are expectations to this requirement, but generally organisations must respond within this time frame.



01:44 / 03:43

FOIA example: NHS Charges




An example of a FOIA request made to a public authority includes: Please provide me with information relating to discussions on the charging of patients for treatment inside health and social care in the last three years.

FOIA example: Social Care ICT Structures




Another example of an FOIA request made to a public authority includes dear local authority. Please provide me with an organisational chart of your in-house ICT digital teams provision, including job descriptions and pay scales. These are just two brief examples of FOI requests an organisation may receive, with some organisations dealing with hundreds in any given year. If you receive an FOI request, then you must consult with your FOI Subject Matter expert before you respond or forward to the relevant department.



Environmental Information Regulations 2004

Another form of information access legislation is the Environmental Information Regulations 2004. This again allows anyone to request access to information held. However, this information must be in relation to the environmental factors such as heating, lighting, environmental health, and pollution.



EIR example: Decarbonisation

An EIR example could include an individual requesting information from a public authority about how much it spends on the disposal of waste on an annual basis.