

AGENDA ITEM 5

POLICY, FINANCE AND ADMINISTRATION COMMITTEE

3 AUGUST 2011

REPORT OF STRATEGIC DIRECTOR (KA)

PARKSIDE: INFORMATION SHARING

1.0 PURPOSE OF REPORT

- 1.1 To consider the information sharing arrangements needed to support the move into Parkside.

2.0 RECOMMENDATIONS

2.1 It is recommended that:

- a) the progress being made to develop a suitable framework for information sharing is noted, in particular the development of guidance for staff;
- b) the Chief Executive is authorised to sign the existing Information Sharing Protocol for Leicestershire as an interim measure, subject to being satisfied that appropriate systems and processes are in place to effectively manage the requirements of the Protocol once we move into Parkside;
- c) information sharing will continue to be a high priority for the Council beyond the move into Parkside to ensure that staff adhere to information sharing guidance, remain aware of their responsibilities and are able to realise the opportunities that present themselves within the new building to improve outcomes;
- d) the Council will continue to work pro-actively with partners to develop a longer term replacement for the existing Information Sharing Protocol and to ensure that we build on the momentum already generated; and
- e) The Council will work with the co-location partners to develop a joint equalities impact assessment specifically around information sharing.

3.0 KEY ISSUES

- 3.1 One of the key aspects of the vision for Parkside is the ability for the partners occupying the building to be able to work more effectively together, particularly through the appropriate sharing of information in order to deliver better outcomes for people and communities.

- 3.2 A significant amount of work has been going on to address some of the difficulties and sensitivities around this agenda. Specifically three practitioner workshops have been held on 12th May, 17th June and 27th July. These

workshops have been well supported locally and they have also attracted national interest, including from the Information Commissioner's Office. It is fair to say that we are at the forefront of trying to achieve a transformation in how different agencies work together and share information within a co-located and open plan environment.

3.3 The first of these workshops focused on the need for better information sharing across agencies, recognising that information is held in silos and that without effective information sharing agencies do not have a clear picture of issues being faced by individuals and families. Delegates used a fictitious case study built around the Button family – see Appendix A. From this workshop we started to identify some of the key barriers to information sharing and this helped to focus our work for the second workshop.

3.4 Workshop 2 focused on the decisions made by front line staff for sharing information, working with consent and managing information incidents in a partnership environment, testing out the following two prototypes that were developed for review by delegates:

- Approach to decision making for sharing information
- Process for managing information incidents that might occur in co-located offices

Based on feedback from the day, these prototypes are being developed into simple guidance and checklists for issue to staff before the move into the new building.

3.5 The third workshop, held last Wednesday, explored in depth some of the life events that happen to people (such as losing a job), when it might be appropriate to consider sharing information, who with and what needs to be done differently in order to do so. It was recognised that in order to get the right outcomes for the customer information sharing is essential but at the moment it is not happening as well as it should. There are clearly some concerns that partner staff have about moving to Parkside but there is also now a fair degree of enthusiasm for developing a new way of working that can ultimately be of real benefit to people and families.

3.6 Overall these three workshops have served two purposes. Firstly they have provided a great deal of rich information that will help us to develop an effective framework for sharing information and secondly they have provided an excellent networking opportunity for front line staff from the different partners that has already started to address some of the cultural issues.

3.7 In relation to the proposed framework there will be a reference to this in the Parkside: New Ways of Working Protocols document. The suggested text to be included in this document is attached at Appendix B. The proposed products and details of how they might be communicated with staff are included in the draft communications plan attached at Appendix C. Draft products for 'Working Together – Sharing Information' and 'Information Incident Handling' are attached for information at Appendices D and E.

3.8 It is important to recognise that the work done to date is only the start. There is a considerable amount of momentum that has built up over the course of these

three workshops and it will be vital that we build on this when we move into Parkside. After some early difficulties the front line staff are now very positive about what can be achieved and we must capitalise on this. One of the really quick wins that we need to achieve is a good directory of available services because people are not always sure what services are provided and who they might need to talk to. Work is progressing in developing this within the proposed framework. There may also be opportunities to pilot new approaches as well as being able to link into some of the exemplar projects Leicestershire County Council are developing for community budgets. We need to be prepared to take advantage of these as they develop over the coming months and years.

3.9 One of the clear conclusions coming out of the workshops is that existing information sharing protocols and agreements do not work as effectively as they should. There are some significant cultural issues that need to be addressed and protocols and complex agreements do not do that. The emerging view is that we need to think through how we tackle the whole agenda and almost go back to the drawing board and start again. One of the problems with this for the Council is that we are not yet a signatory to the main information sharing protocol for all agencies across the county and going back to the drawing board will take time. It is suggested that as an interim measure and to send the right message to our partners, we now sign the existing protocol agreement.

3.10 By signing up to this document the Council is committing to

- a. Apply the Information Commissioner's Code of Practice's 'Fair Processing' and 'Best Practices' Standards;
- b. Adhere to or demonstrate a commitment to achieving the appropriate compliance with the Data Protection Act 1998;
- c. Develop local Information Sharing Agreement (ISA) that specify transaction details.

We will be expected to promote staff awareness of the major requirements of information sharing, which we can now claim to be leaders in through the work we have been doing.

4.0 **POLICY AND CORPORATE IMPLICATIONS**

4.1 Information sharing is critical to the successful operation of services in Parkside. The building has been designed to encourage more joined up working across agencies.

4.2 Appropriate and timely sharing of information will allow for better early interventions and will lead to better outcomes for local people.

4.3 Achievement of better information sharing will put us in a strong position to deliver on important agendas such as community budgets and big society.

5.0 **FINANCIAL AND OTHER RESOURCE IMPLICATIONS**

- 5.1 There are no financial costs and any future resource implications will be managed within existing budgets.
- 5.2 We will need to ensure that there is appropriate training and support for all staff, both as part of initial induction and ongoing.

6.0 **LEGAL IMPLICATIONS/POWERS**

- 6.1 The Information Sharing Protocol provides a legal basis for facilitating the sharing of personal, sensitive and non personal information between public and voluntary sector partners.
- 6.2 Given the amount of work that has been done to date and subject to the production of the framework outlined at Appendix C together with appropriate training arrangements being in place, it is felt that the Council should now become a signatory to the existing Protocol. In the longer term we will continue to work with partners to share our learning from co-location and help to develop a new Protocol document that will mean something more to staff working on the front line and will make a difference.

7.0 **COMMUNITY SAFETY**

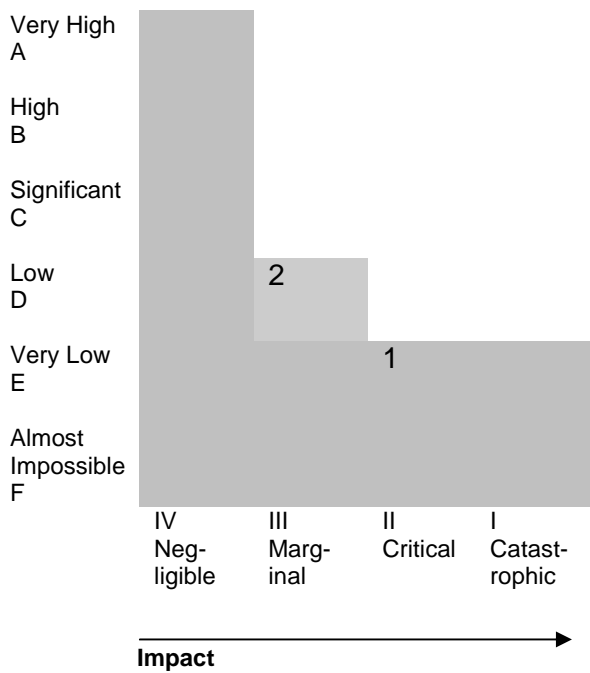
- 7.1 Sharing information better will result in improvements from a community safety perspective.

8.0 **EQUALITIES**

- 8.1 People who are vulnerable and may suffer from inequalities should be major beneficiaries of working more effectively with partners to share information appropriately. The whole purpose is to focus on improving outcomes.
- 8.2 Within this overall context we will need to ensure that information sharing is always appropriate and recognises sensitivities to ensure that vulnerable people are protected.
- 8.3 An equalities impact assessment has been carried out for the building. We need to work with partners to develop a joint equalities impact assessment around information sharing within the building.

9.0 **RISKS**

9.1 **Probability**



Risk No.	Description
1	Breach of Information Sharing Agreement
2	Framework not considered suitable

10.0 **CLIMATE CHANGE**

10.1 There are no implications

11.0 **CONSULTATION**

11.1 Any comments from Management Team will be raised verbally at the meeting.

12.0 **WARDS AFFECTED**

12.1 All wards will be affected.

Contact Officer: Keith Aubrey.
Date: 28.06.2011

Appendices : A-E

Background Papers: Leicestershire Information Sharing Protocol Information Sharing Workshops

Reference : X:Cttee Council & Sub Cttees\PFA/2011 12/Special 030811

