

GOVERNANCE COMMITTEE

7 APRIL 2016

REPORT OF HEAD OF COMMUNICATIONS

INFORMATION MANAGEMENT

1.0 PURPOSE OF REPORT

- 1.1 To allow Members to consider and note the current position regarding Information management.

2.0 RECOMMENDATIONS

- 2.1 **The Committee consider and note the contents of the report.**

3.0 KEY ISSUES

3.1 Arriving at the Present

3.1.1 Parkside co-location

- 3.1.2 A key aspect of the creation of Parkside was the co-located working environment for Melton Borough Council, Leicestershire County Council, Leicestershire Partnership Trust, Leicestershire Police, Leicestershire and Rutland Probation Trust, Job Centre Plus, Voluntary Action Melton and the Citizen's Advice Bureau.

- 3.1.3 Preparation for this was co-ordinated by the Melton Task Group of the Leicestershire Information Sharing project (LIS), which arranged for workshops in the first half of 2011 where the issues for joint working and information sharing could be identified, discussed and resolved, prior to the opening of Parkside in September 2011.

- 3.1.4 The outcomes of the workshops were used to help develop information management products to be used by the co-located partners, with significant guidance being produced for information sharing, building on the Leicestershire Information Sharing Protocol (LISP), and including guidance for handling and managing information incidents. The processes were developed with the approval of the Information Commissioner's Office (ICO).

- 3.1.5 It is this framework for information handling and sharing that has underpinned the co-located working at Parkside up to the present.

3.2 Current Practice

3.2.1 The Information Management Group (IMG)

- 3.2.2 Co-ordination of Melton's information management activities rests with the Information Management Group (IMG), led by the Council's Monitoring Officer, currently the Head of Communications. It includes representatives from across the Council's services, and liaison with the Council's ICT provider.

- 3.2.3 IMG is answerable both to Management Team and the Governance Committee. It also forms the internal counterpart of the county-level Strategic Information Management Group (SIMG).
- 3.2.4 **Information Law**
- 3.2.5 The Council's Communications Service is effectively responsible for the day-to-day oversight of the operation of the various aspects of information law relating to local government. These include data protection, freedom of information (and the Environmental Information Regulations and the Public Sector Information Regulations), and the incoming EU General Data Protection Regulation (GDPR).
- 3.2.6 The Head of Communications, with the Customer Services Manager and the Corporate Governance Officer, ensures that the processes and procedures are in place for the Council's obligations to be met, in conjunction with legal advice from the Council's Solicitor.
- 3.2.7 Training for Council staff is available via the MIKE online learning system, using training modules relating to information law and information sharing and security.
- 3.2.8 **Protective Marking**
- 3.2.9 The Council has a programme to introduce protective marking for information assets, including documentation, which is in line with the latest Government Security Classifications Policy (GSCP).
- 3.2.10 In practice, this will lead to the use of the national categories OFFICIAL, OFFICIAL (SENSITIVE) and Not Protectively Marked.
- 3.2.11 A training module is close to finalisation, and a Leicestershire-wide approach to secure information sharing and transfer that is compatible with the protective marking system is also close to finalisation with County partners.
- 3.2.12 The protective marking system, along with the secure sharing arrangements, will enable compliance with the requirements of good information security and information sharing, including information requests from the public.
- 3.2.13 **Transparency**
- 3.2.14 A significant change for local government information was marked by the introduction of the Transparency Code, as part of the reform of public sector information provision and management following the election of the Coalition Government in 2010, which is being continued by the Conservative Government from 2015.
- 3.2.15 This has seen a major shift in thinking about public sector information, moving away from the era of the Audit Commission, to that of the public (including journalists and think-tanks) as 'armchair auditors', where the performance of public authorities is policed through general scrutiny of information required by law to be made publicly available.
- 3.2.16 The Council's compliance with the requirements of the Transparency Code has recently been audited by the Welland Internal Audit Consortium, who said the following:

“this is a very positive report on the outcome of the review and benchmarking for Melton Borough Council. The benchmarking included ten authorities across Welland and wider areas, and it was concluded that Melton voluntarily publish more of the ‘recommended additional’ information listed in the Transparency Code than the other participating Councils. The review against the mandatory elements of the Transparency Code concluded that Melton was fully compliant in the information and data published.’

3.2.17 The Transparency Code work at the Council is a very important example of successful cross-service working, co-ordinated by the Corporate Governance Officer, liaising with a significant number of different key officers across a wide range of teams.

3.2.18 The Communications Service’s Digital Engagement Officer has also played a vital role in ensuring that the Council’s website is fit for purpose in relation to the requirements of the Transparency Code, helping to ensure that the information provided by the services can be accessed electronically.

3.2.19 **The Performance Reporting Framework**

3.2.20 The Council’s Performance Reporting Framework has been modernised to ensure that performance management reporting made a successful transition from the requirements of the Comprehensive Performance Assessment (CPA) era to the post-2010 environment of localism and transparency.

3.2.21 Melton was among the earliest adopters of the performance alignment and scorecards approach, taking an early initiative in seeking private sector advice and techniques, in moving away from the old National Indicator (NI) regime. A significant aspect of the rapid adoption was cross-party support for the approach by elected Members at the then Overview and Scrutiny Committee (later to become Governance Committee).

3.2.22 The concepts of scorecards and key performance metric templates were trialled in 2010-11, and implemented in a learning iteration following the local elections in 2011 with the new Corporate Plan 2011-2015, with regular feedback to the Performance Management Information Task Group (PMITG), answerable to the Governance Committee.

3.2.23 The Performance Reporting Framework also includes the Council’s Data Quality Policy.

3.2.24 The scorecards allow for teams and their issues to be performance-managed in a manner which focuses on the relevant service risks, with the metric reporting templates supplying key performance data which risk-rate performance outputs.

3.3 **The Future**

3.3.1 **The Leicestershire Information Sharing (LIS) Refresh**

3.3.2 In connection with work undertaken with Leicestershire County Council and Leicestershire Police, the information sharing arrangements across the County

are being refreshed. This will help to take account of changes to partner organisations, their working practices, and legislative changes, not least the Europe-wide General Data Protection Regulation (GDRP).

- 3.3.3 It is intended that the workshop sessions be rerun, with updated information, and allowing for new partners. This will also allow the refreshing of scenario modelling used in the sessions.
- 3.3.4 The County partners are also looking at the renewal of the Leicestershire Information Sharing Protocol (LISP) framework, with a concomitant refresh for the Parkside sharing environment and the supporting documentation and training materials.
- 3.3.5 This will also involve the setting of new 'milestones' in terms of the implementation and roll-out of the refreshed sharing arrangements.
- 3.3.6 This exercise will also encompass the 'Rethinking Support' work being undertaken in connection with the County-level Strategic Information Management Group (SIMG), where new consent-seeking and information sharing processes are being considered alongside revised delivery models for various support services across County and Districts.
- 3.3.7 Initial work on the LIS Refresh project has identified the key staff who will need to be involved, the scope of the areas to be refreshed, and a prospective timeline of actions to deliver the project.
- 3.3.8 The next step is to prepare the more detailed project plan to confirm the key staff required, and to permit the scope of the changes to existing documentation, and the specific timeline of actions, to be taken forward.
- 3.3.9 **The Performance Reporting Framework Refresh**
- 3.3.10 **New Service Standards Metrics for changes to Service Plans from 2015**
- 3.3.11 Following the local elections in May 2015, the Council has produced a new Corporate Plan, with revised priorities. This has impacted on Service Plans, with a revision to their format, recognising a wish to streamline these, with greater strategic focus. Consequently, the template for Service Standards metrics has been significantly revised from 2015.
- 3.3.12 The Chief Executive is to ask every service and team to identify how their key work and activities relate to the Council's Corporate Plan and priorities, allowing for the creation of the One Council Delivery and Development Plan, which will supersede the existing service plans. This new Plan will focus on delivering the Council's priorities and developing its business, and enable a focus on any savings needed.
- 3.3.13 The Service Standards metrics will then operate to inform the work of services, but will sit below the proposed Corporate Plan metrics that will operate with the new One Council Delivery and Development Plan.
- 3.3.14 **Proposed New Corporate Plan Metrics**
- 3.3.15 The new Corporate Plan metrics, in conjunction with the One Council Delivery

and Development Plan, will provide the key performance indicators for the Council. A new template has been created, with a provisional final draft being circulated to Management Team for any final revisions. It is intended that this should be completed and populated with data to create a full-year picture for 2015-16.

3.3.16 Melton Extending To Excellence (ME2E) and Corporate Plan Metrics

3.3.17 The implementation of the Melton Extending To Excellence (ME2E) programme is very closely bound up with the Performance Reporting Framework, and it is intended that the new Corporate Plan metrics should provide a means of strategically monitoring progress in the delivery of ME2E initiatives. The ME2E programme will be a primary means in achieving the delivery of the One Council Plan.

3.3.18 The creation of a 'dashboard' for the presentation of ME2E performance delivery is in hand as a piece of joint work between Communications and Corporate Policy in Communities and Neighbourhoods, once the metric set for this has been agreed.

3.3.19 This work builds on the 'line of sight' approach that the Council adopted towards performance after 2010, with the aim of identifying the genuinely key performance measures needed at the corporate level, and the alignment of the Corporate Plan priorities, ME2E programme, and the One Council Delivery and Development Plan will give the Council the performance tools to both develop the Council's business and reach for efficiencies and savings.

4.0 POLICY AND CORPORATE IMPLICATIONS

7.1 The effective management of information is a key legal and reputational issue for the Council.

8.0 FINANCIAL AND OTHER RESOURCE IMPLICATIONS

8.1 There are no Financial implications arising directly from this report.

9.0 LEGAL IMPLICATIONS/POWERS

9.1 Information management is run in line with the relevant legislation.

10.0 COMMUNITY SAFETY

10.1 There are no community safety issues directly arising from this report.

11.0 EQUALITIES

11.1 There are no equality issues directly arising from this report.

12.0 RISKS

12.1 There are no direct risks related to this report.

13.0 **CLIMATE CHANGE**

13.1 There are no climate change issues directly arising from this report.

14.0 **CONSULTATION**

14.1 There is no requirement for consultation on this matter.

15.0 **WARDS AFFECTED**

15.1 All Wards

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Date: April 2016
Appendices : None
Background
Papers:
Reference : X: Committees/Governance/201516/070416