

Paper No. SET/57/20	
	Tick One ✓
For discussion	
For approval	
For information/noting	✓

Date of Trust Board Meeting: 30 September 2020

Confidential or Public Agenda: Public Agenda

Agenda item: Annual Report on Information Governance 2019/2020

1.0 Introduction

The attached paper provides a report on the Trust's Information Governance arrangements from 1 April 2019 to 31 March 2020.

2.0 Background information

The report provides an overview of the key areas of Information Governance including confidentiality, data protection, records management, freedom of information, information security and cybersecurity.

Information Governance (IG) within the Trust provides a framework for handling personal information in a confidential and secure manner to appropriate ethical and quality standards, in a modern health and social care service. The Trust aims to safeguard patient/client confidentiality and maintain data security whilst empowering staff to perform their role using key IG principles.

3.0 Brief summary of key points contained in the paper/s

The recent introduction of the new annual assurance programme for HSC organisations which included a standard for Information Management (IM) required the HSC organisations to maintain the best practice standards set out in the guidance document in order to provide both assurances to the DoH and for BSO Internal Audit purposes. The Trust's IM standard achieved substantive (self-assessment) during 2019/20.

A summary of recommendations from the Information Commissioner's HSC Trust training review audit are highlighted within the report.

The Trust's Information Governance Department has also worked closely with the DoH, the Trust's Business Continuity Department and EU Exit lead during 2019/20 to prepare for the end of the EU Exit transition period (December 2020) and any required mitigations to ensure the continued flow of health and social care information with EU countries and the Republic of Ireland in particular.

The Covid-19 pandemic has resulted in the healthcare sector becoming a direct target of cybersecurity attacks, with an increase in Covid related phishing campaigns and ransomware attacks. Having the measures in place to protect the Trust from such attacks and increasing awareness to all staff is an ongoing process the cyber team will be continuing with into 2021. Cybersecurity remains on the Corporate Risk Register. Dedicated cyber security teams are in place both locally and regionally and the Trust has benefited from an increased sharing of knowledge and cyber alerts between colleagues.

The Trust continues to focus on data quality and its importance for patient safety. The Performance and Information team are working closely with the regional Data quality group that reports to the regional Information Standards Board to monitor data quality and take the necessary steps to continually improve.

Overall, totals of FOIs and SARs for 2019/2020 (5,837) increased by 17.5% on the previous year (3,075).

The Trust reported 2 data breaches to the Information Commissioner's Office (ICO) during 2019/2020. The ICO has concluded on all investigations and has taken no further action based on the prompt remedial works undertaken by the Trust.

Six complaints were raised by members of the public in relation to how information was being handled. None of the complaints were upheld by the ICO.

Overall, Trust compliance rates were high with 86% compliance achieved in SARS and 77% compliance with FOI processing.

The Information Governance Steering Committee (IGSC) approved this Annual Report on Information Governance as at 31 March 2020 via email consultation during July 2020 for presentation to the Trust Board on 30 September 2020.

4.0 Recommendation/s for the Trust Board (please state if the paper/s is for information/noting or for approval by Board members)

This report is presented to the Trust Board for information and noting.

Lead Director: Mrs Myra Weir

Designation: Director Human Resources & Corporate Affairs

Date: 30/09/2020