

Meeting: Haringey Strategic Partnership

Date: 23 June 2009

Report Title: Haringey's Information Sharing Protocols (ISPs)

Report of: Sharon Kemp – Assistant Chief Executive – Policy, Performance, Partnerships and Communication

Purpose

1. To provide an update on the work that has been undertaken relating to Haringey's information sharing protocols.
2. For the HSP to agree to a position statement on information sharing; the HSP - strategic information sharing principles.
3. For the HSP to support the process of implementing revised protocols supported by practical guidance and training for front-line practitioners.

Summary

The JAR Action Plan includes several recommendations focusing upon improving the partnership framework for sharing information across Haringey's partner organisations.

A group of officers from the Police, Health and the Council have been working together to identify the main information sharing protocols and their alignment with the Information Commissioners model template of good practice. There are three key ISPs, within the Haringey Strategic Partnership :

- Vulnerable Adults Living in Haringey
- Children and Young People's Service
- Crime, Disorder and Anti-Social Behaviour

A position statement has been also been developed (Appendix 1: HSP - strategic information sharing principles) to identify the key principles for the HSP information sharing arrangements.

Legal/Financial Implications

The position statement and actions identified are compliant with the guidance from the Information Commissioner. Any financial implications related to training will be resourced through existing budgets such as area based grant.

Recommendations

1. To agree the overarching position statement on information sharing across the HSP, the 'HSP - strategic information sharing principles'.

2. To agree the process for revising the 3 ISPs in line with the Information Commissioner's Office model protocol template (as detailed below) with presentation of the revised protocols to the HSP meeting on 5 November 2008:

Information Sharing Protocol	HSP Theme Board	Date of Theme Board meeting
Vulnerable Adults Living in Haringey	Well-Being Partnership Board	24 September
Children and Young People's Service	Children and Young People's Strategic Partnership Board	5 October
Crime Disorder and Anti-Social Behaviour	Safer Communities Executive Board	10 September

3. To agree to re-launch these ISPs once they have been reviewed.
4. To produce simple guidance on each ISP for front-line practitioners based upon the template produced.
5. The Theme Boards to support the planning and delivery of practical training for front line practitioners on the operation of the ISPs.
6. To assign "ownership" within each of the organisations party to the protocols to ensure that the ISPs are living documents used by the partners and supported by guidance and training.

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Background

An Information Sharing Protocol (ISP) is a signed agreement between two or more organisations relating to a specified information sharing activity. An ISP explains the terms under which the organisations have agreed to share information and the practical steps that need to be taken to ensure compliance with those terms.

The JAR Action Plan identifies specific areas of development relating to Haringey ISPs, including:

Recommendation 2.2.1

Information Sharing protocols for the partnership reflect any national standards & arrangements set for all partner agencies.

All staff are clear about the protocols and how they operate

Clarity on operation of strategic information sharing principles and improve the operational use of information sharing protocols.

Sign-off HSP Board information-sharing protocol – to be agreed by all partners, including voluntary sector

Assessment of the current ISPs

We have:

- Identified Haringey's 3 key operational ISPs
- Identified the lead people in each organisation that is a party to the protocols.
- Researched and identified best practise and national standards around ISPs.
- Conducted a gap analysis between Haringey's ISPs and these standards.
- Met with the operational leads for each ISP to discuss how the ISPs can be improved. The recommendations in this report have arisen from those discussions. Common issues that need to be addressed through the review process are:
 - Signing – clarity around the signing-off process is needed. The ISP should become operational once it has been formally agreed by the parties, it need not wait until each party has formally signed it off.
 - Reviewing – Mechanisms must be in place to ensure the protocols are reviewed regularly.
 - Ownership – There must be clear agreement and understanding between the parties about who within their organisations has responsibility for the ISP.
 - Usage – In order to encourage day-to-day use of the protocols practical measures to communicate their impact to front line officers should be taken. These include:
 - The use of plain language in the ISP as far as is possible. An over-formal and legalistic style is off-putting.
 - Each ISP to be supported by simple guidance for front-line practitioners.
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- To support effective information sharing in the short-term, we have produced a "Simple Guide to Information Sharing" (Appendix 3).

Next steps

Action	When (2009)
Form ISP Working Group (which will include Haringey, Police, and NHS Haringey ISP leads). The ISP Working Group will steer the: ISP review, ISP training programmes, and 'How to' guides for practitioners. The work of the ISP Working Group will be supported by the council's Feedback and Information Team.	25-26 June

ISP leads (within ISP Working Group) to identifying the key partners for the individuals ISPs, who will conduct the review of the ISPs.	August
ISP leads (within ISP Working Group) to draft 'How to' guides for practitioners. The guides will go to cycle 2 of HSP theme boards 2009-2010 (see below for respective meeting dates)	August
Review 'Vulnerable Adults Living in Haringey' ISP, to be conducted by key leads in partner organisations.	29 June – 11 September
Review 'Children and Young People's Service ISP', to be conducted by key leads in partner organisations.	29 June - 18 September
Review 'Crime, Disorder and Anti-Social Behaviour ISP', to be conducted by key leads in partner organisations.	29 June – 28 August
Individual ISP lead officers (from key partner organisations) to identify relevant training needs and plan delivery. (an outline of the training will be included in the ISP report going to the HSP in November)	29 June – October
Re-launch the 3 key ISPs	16 November
Roll out ISP training (once agreed by HSP)	16 November - onwards

Appendices

1. HSP - strategic information sharing principles;
2. 'How to' guide template for practitioners using the four key service level ISPs.
3. HSP - simple guide to sharing information.