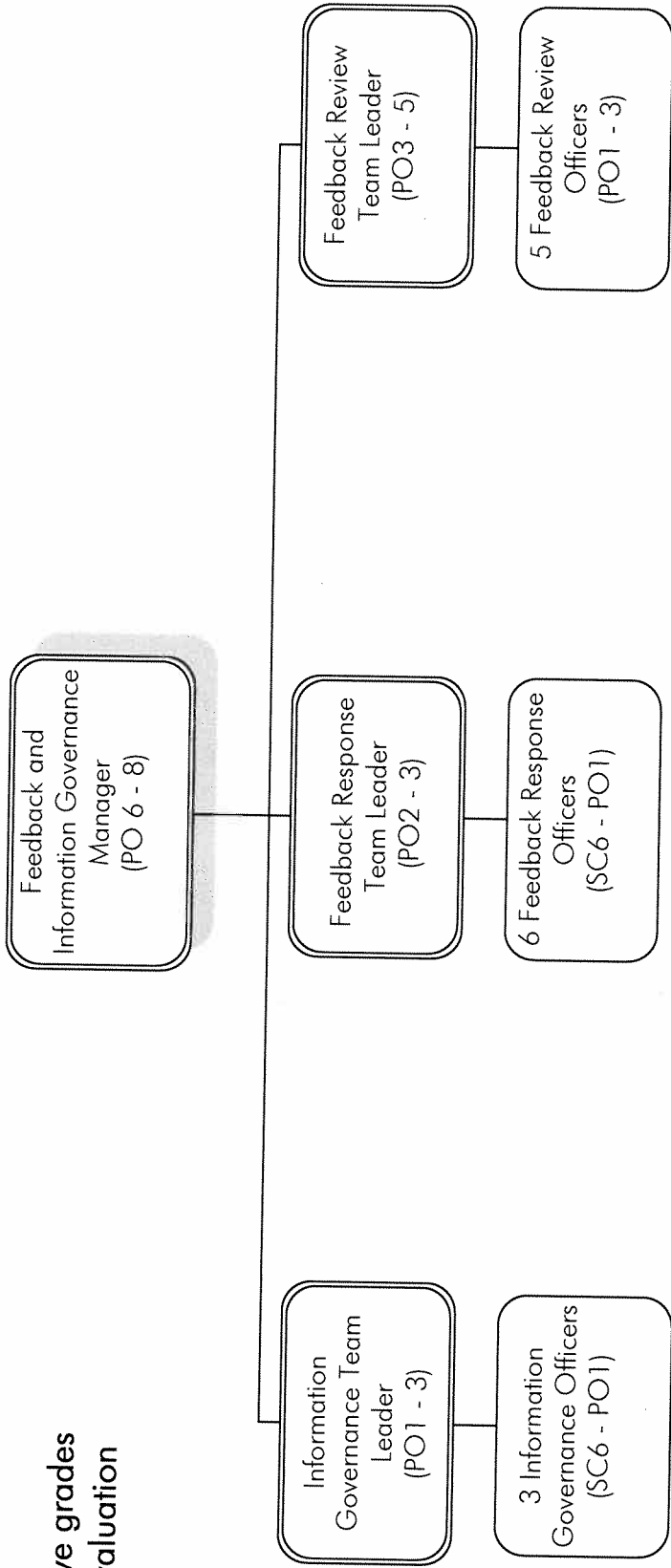


Proposed Structure: Feedback and Information Governance Team

NB: Indicative grades subject to evaluation



- Responsible for:
1. Data protection
 - Policy, procedures and standards
 - Advice, guidance and training
 2. Information management
 - Implementation of Information Strategy
 - Information asset register
 - Records management
 - off site storage
 - business classification
 - electronic data management
 - Information Governance toolkit
 - Policy, procedures and standards
 - Advice, guidance and training

- Responsible for:
- Front line customer care
 - Advising officers and members on procedures
 - Processing subject access and information disclosure requests
 - Logging chasing and closing the following case types:
 - o Stage 1 & social care complaints
 - o Members' enquiries
 - o Subject access requests
 - o Freedom of Information requests
 - o Statutory complaints
 - o Compliments/extra mile/ Suggestions
 - o Petitions

- Responsible for:
- Risk assessment for Children's & Adults statutory cases
 - Commissioning independent investigations in statutory cases
 - Independent Reviews
 - LGO enquiries
 - ICO Enquiries
 - FOI Internal Reviews
 - Data Protection complaints
 - PATAS appeals
 - Feedback & Information policy Projects & training
 - Database administration
 - Management information
 - Data protection audits