

Community Safety Partnership

November 2016

Information Sharing Protocol



Why does this matter?

- We need accurate, up-to-date and complete records in order to deliver excellent services
- The protocol sets out the general principles for information sharing, so everyone follows the same approach
- Positive approach to information sharing – default position is that we share information to help services and service users
- We've come a long way – this protocol will help make sure all partners do things the same way

What usually goes wrong

- Sending sensitive information via insecure emails – use Egress or GCSX
- Unsecure dispatch and storage of sensitive and personal information – hard copy and electronic
- Letters wrongly addressed containing sensitive personal information
- Sensitive information not redacted (properly)
- Unsecured faxes sent and received – use secure email

High profile and costly



What we want everyone to do now

- ✓ Get your organisation to approve the protocol
- ✓ Appoint some-one to act as your organisation's Single Point of Contact (SPOC) for the protocol
- ✓ Make everyone in your organisation is aware of this protocol **and** what they need to do if they share information between the partners
- ✓ Make sure everyone is properly trained in information governance and how to share information securely
- ✓ Monitor how information is being shared, identify any breaches and take action to address them

The key message

The guiding rule for everyone who deals with personal information is:

If you need to share information in order to protect someone from harm or criminal activity, you must do so, and do it securely



Any questions?