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# blue triangle

## Information and Records Management Policy

February 2023

### Our Mission Statement

*“To empower people to thrive.”*

### Revision history

Rev No.	Rev. Date	Consultation Requirements	Lead Officer	Committee	Approved by COM	Review Due:
0	January 2012	Revision and new template	GH	Finance	29 March 2012	
1	2015	Committee and staff	GH	Finance	28 May 2015	
2	November 2018	Review	GH	Audit, Risk, Finance and Resources		
3	February 2023	Review and Reformat	JL	COM	17 Aug 2023	Feb 2026

### Chairperson

Signed: 

Dated: 17<sup>th</sup> August 2023

### Chief Executive Officer

Signed: 

Dated: 17<sup>th</sup> August 2023

This policy applies to the management of information and records in both digital and physical media and all technical formats created or received by us or on our behalf in the conduct of our business activities (including email and any other form of electronic communication).

This policy applies to all information and records owned by us whether they are created or received and managed by us or by third parties on our behalf.

The principles should be applied when working collaboratively and to records created or received and managed by us on behalf of our Commissioning Authorities.

All staff that we employ, including agency and relief staff, are required to comply with the terms of this policy.

The Information and Records Management Policy ensures that we create, capture and manage information efficiently and effectively to ensure that we have:

- ▲ the right information when we need it to make the right decisions;
- ▲ the evidence we need to account for our actions and decisions allowing us to be open, transparent and accountable, as well as, providing evidence of compliance;
- ▲ the records required to protect the interests of our organisation, our employees, our supported people and our external partners.

## **Policy Implementation**

This policy is implemented in line with the Data Protection Act 2018 and related codes of practice and regulates how we process personal data in order to protect the interests of employees, supported people and personnel from other organisations with which we work in partnership.

At Blue Triangle we:

- ▲ We recognise the value of our information and records as corporate assets, supporting our daily functions and operations and providing evidence of actions and decisions.
- ▲ ensure that adequate records are created and captured to account fully, transparently and accurately for all actions and decisions.
- ▲ take appropriate action to protect the authenticity, reliability, integrity and usability of our records as their business context and management requirements change over time.
- ▲ store, retrieve and share information across the organisation effectively, efficiently and securely including where they are dispersed across different systems and locations.
- ▲ put in place procedures, processes and controls to ensure that our information and records are kept safe, secure and accessible for as long as they are required, regardless of their format or location. Please refer to our Retention of Data Guidance.
- ▲ exploit the functionality of existing and planned IT systems and infrastructure to automate compliance with this policy to reduce staff burden of manual compliance and the risk of inconsistency and human error.
- ▲ manage personal data in compliance with data protection legislation. This policy and related procedures support that compliance as part of our wider Data Protection Policy and Strategy.
- ▲ put in place appropriate governance controls around the sharing of information with our external partners and other third parties in order to enable effective joint working practice while at the same time minimising risks of inappropriate disclosure of personal, operational or commercially sensitive information.

- ▲ systematically and authoritatively dispose of information and records when they cease to be of business value
- ▲ comply with any record keeping requirements resulting from legislation including our duties as a data controller as defined by the DPA, audit rules and other relevant regulatory and contractual obligations.
- ▲ take a proportionate, risk-based approach to the management of our information and records.
- ▲ provide comprehensive and regular training for employees to ensure that policy objectives are implemented effectively.
- ▲ monitor how effectively we implement our policy objectives through our performance management system.
- ▲ review this policy formally on a regular basis, at least every three years; amendments are made, as required, after consultation with relevant employees and other supported people.

## Roles And Responsibilities

The **Chief Executive Officer** has overall strategic responsibility for information and records management.

The **Senior Leadership Team** is responsible for:

- ▲ promoting and ensuring compliance with this policy
- ▲ advising on strategic developments that are likely to impact on information management
- ▲ releasing appropriate resourcing to ensure compliance
- ▲ supporting the management of change.

**Administrators** have day-to-day responsibility for records and information management within the business areas they support, reporting to the CEO and senior leadership team and liaising with colleagues as appropriate.

**Service and Regional Service Managers** are responsible for ensuring that information and records within their areas of responsibility are managed in accordance with Blue Triangle's policy and procedures, and that staff within their areas clearly understand their responsibilities and receive appropriate role-based training.

**All staff** must ensure that the information and records for which they are responsible are accurate, indexed appropriately, and are created, maintained, and disposed of in compliance with Blue Triangle's policy and procedures. Appropriate training and support will be provided to enable all of the above to meet their responsibilities as set out in this policy.