Plan, implement and manage systems for the exchange of sensitive information, data and intelligence

Overview

This standard is about developing and implementing systems for the exchange of sensitive information data and intelligence. Intelligence gathering and exchange may be local, national or international. The standard is designed to foster co-operation within and between agencies to facilitate efficient exchange of information and thereby to improve the effectiveness of service provision to the general public.

The systems will apply to statutory organisations, Local Authority Departments, private companies and voluntary organisations.

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Performance criteria

You must be able to:

1. identify who the information exchange procedures may affect and gain their co-operation in accordance with your organisation's procedures
2. agree with all stakeholders 2.1.why information should be exchanged, 2.2.the limits of the exchange process and 2.3.what the information can be used for
3. identify and agree how information can be used to underpin problem solving and decision making processes within the organisation and across the sector
4. agree what information is required and why it is important
5. identify potential sources of information in accordance with your organisation's procedures
6. agree the format and medium that will be used to present information
7. establish and agree steps that may have to be taken to ensure information is anonymised, cleansed and stored, before exchange
8. agree with all stakeholders any data protection and confidentiality protocols that need to be in place
9. agree protocols for managing non- compliance with exchange protocols
10. agree robust controls on accessing shared sensitive data with external stakeholders
11. agree roles and responsibilities for the gathering and storage of information to be shared
12. check resources are available to facilitate efficient gathering and storage of information in accordance with your organisations procedures
13. establish and monitor systems for accurate information gathering and data entry procedures
14. communicate agreed protocols to appropriate people, in accordance with your organisation's procedures
15. check understanding of protocols
16. evaluate the effectiveness of information exchange protocols, identify success, problems and failures
17. take steps to amend the protocols as required in accordance with your organisations procedures
18. comply with ethical and legal requirements relating to the gathering, storage and exchange of data
19. monitor information exchange to ensure compliance with agreed protocols
20. review and assess relevant legislation and Codes of Practice relating to sharing and exchanging information
21. promote relevant changes to improve effectiveness in accordance with your organisation's procedures

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Knowledge and understanding

You need to know and understand:

1. differences between information, data and intelligence and why it is important to consider this in the exchange process
2. what constitutes sensitive or confidential information
3. why risk assessment/management processes are important
4. purposes and reasons for information, data and intelligence exchange
5. potential benefits of establishing and implementing information exchange protocols and procedures to service delivery and service users
6. who information exchange protocols apply to and may impact upon
7. the importance of following robust confidentiality and access protocols
8. the importance of checking data for accuracy, currency and relevance
9. the importance of checking that intelligence is appropriate in terms of the recipient, time of exchange and rights of individuals
10. why it is important to consider how information, data and intelligence may be useful to others
11. legal requirements and relevant Codes of Practice relating to exchange of and public access to information
12. likely problems encountered in establishing information exchange protocols and how to overcome them
13. why it is important to agree non-compliance protocols and to monitor incidence of non-compliance

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Behaviours

1. You communicate effectively with internal and external stakeholders using appropriate communication methods and styles
2. You realistically assess risks and benefits of exchanging information and effects on service delivery and use this to inform decisions
3. You demonstrate a willingness to challenge existing models of information and intelligence exchange within your own organisation
4. You foresee how information and intelligence might impact upon and be of potential value to other organisations
5. You agree what is expected of others and hold them to account
6. You ensure that legal and ethical protocols and requirements are followed in the gathering, exchange and storage of data, information and intelligence
7. You operate within the boundaries of your own role and responsibility

Skills

Communicating
Involving others
Negotiating
Consulting
Planning
Reviewing
Problem solving
Analysing
Monitoring
Decision making
Prioritising
Managing information

Links to other NOS

This standard is linked to but distinct from SFJHI1: Plan, implement and manage the sharing of knowledge and good practice to inform innovation and improve service delivery.

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