

Appendix A - Service Improvement and Assurance Plan - IG Action Plan

Action Details			Action Status & Update	Supporting Information
Action Plan Ref. Number	Action Details	Action Lead	Status	
1	Address the systemic lack of management of information governance within the HR department, to ensure TWFRS can manage information appropriately.	Head of HR	Complete	Line management structure in place. Improvements and developments implemented successfully. On going management in place with regular meetings.
2	Address the SPOF within the HR Department relating to information governance. Review the Information Governance Advisor role and job description, and whether 1 x FTE is sufficient resource, and consider the most effective position in the HR structure.	Head of HR	Complete	All HR Dept have a basic understanding. Comprehensive guide available to use to support IGA absence, increase in workload and annual leave.
3	Implement robust quality assurance arrangements to all information governance processes, to ensure quality, accuracy, and timeliness of information management.	Head of HR	Complete	All processes automated and monitored by DPO and IGA.
4	Implement regular reporting of FOI, SAR, Data Breach numbers and responses, via the Head of HR to the Corporate Governance Board to enable effective corporate oversight.	Head of HR	Complete	Robust reporting in place to Corporate Governance Board.
5	Reintroduce the annual reporting against information governance to the appropriate Service Board and ELT.	Head of HR	Complete	Robust reporting in place to Corporate Governance Board then to ELT. PowerBI performance reporting available on intranet service wide to demonstrate transparency.
6	Carry out an immediate review and update the full suite of Information Governance policies and procedures. It is recommended that the current policies and procedures be rationalised and refined, to produce one overarching, clear policy on I.G., supported by only as many procedures as necessary.	Head of HR	Complete	Complete GDPR and Data Protection - Published in Jan 2023 FOI/EIR policy and procedure -Published Jan 2023 SAR policy and procedure in draft - published Jan 2023 Digital Release - published June 2023 Data Breach - published June 2023 Management of Information Framework - published July 2023 DPIA Template and guidance - Published Sept 2023 Information Asset Owner & Information Asset Administrator Guidance - Published November 2023 Information Sharing Agreement Procedure - Published January 2024
7	Communicate revised / updated documents to all staff, via SLT, to enhance awareness and understanding of individual and organisational responsibilities and requirements.	Head of HR	Complete	Full and comprehensive review was undertaken of service Information Governance intranet pages.
8	Introduce a new process to record all Service data breaches including records of ICO reports.	Head of HR	Complete	A full and comprehensive review was conducted into process and requirements resulting in new reporting and recording mechanism introduced.
9	Review and investigate all ICO notices and record findings for audit purposes.		Complete	Received confirmed 05.10.2022 - ICO office has no active complaints against TWFRS
10	Carry out a full review and update of Admin 1.49 Service Data Breach Procedure, including all associated pro-forma and templates.		Other - Insert Details	A full review of policies and procedures commenced and updated recorded within action 6. A full suite of Information Governance policies and procedures were produced alongside a Management of Information Framework.