

# SHEFFIELD YOUTH JUSTICE SERVICE

## POLICIES AND PROCEDURES



Title:	Youth Justice Service Information Management Framework
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## Table of Contents


Table of Contents .....	2
Introduction.....	3
Data Recording.....	4
Information Retention .....	4
Sharing Information .....	10
Access to Careworks.....	13
Appendix 1 – Information Sharing Agreement.....	15
Appendix 2 – Dataset and Stakeholders List.....	17
Appendix 3 – Data Sharing Decision Form.....	18
Appendix 4 – Agreement to Access Form .....	19

## Introduction

The purpose of this framework is to facilitate the lawful handling of information within the Youth Justice Service in order to comply with best practice advice from the Youth Justice Board (YJB), Information Commissioner's Office (ICO) and the Data Protection Act 1998 (DPA).

The main drivers for this framework are:

1. Providing assurance to young people that information held about them will only be used for legitimate purposes.
2. Increasing public protection by the appropriate use of such information within and across agencies responsible for its delivery.
3. Reducing the risks, to both the public and practitioners, by the inappropriate use of information.

Youth Justice Board's Advice on Information Management	 Info Mgmt YOTs England Jan 2011.pdf
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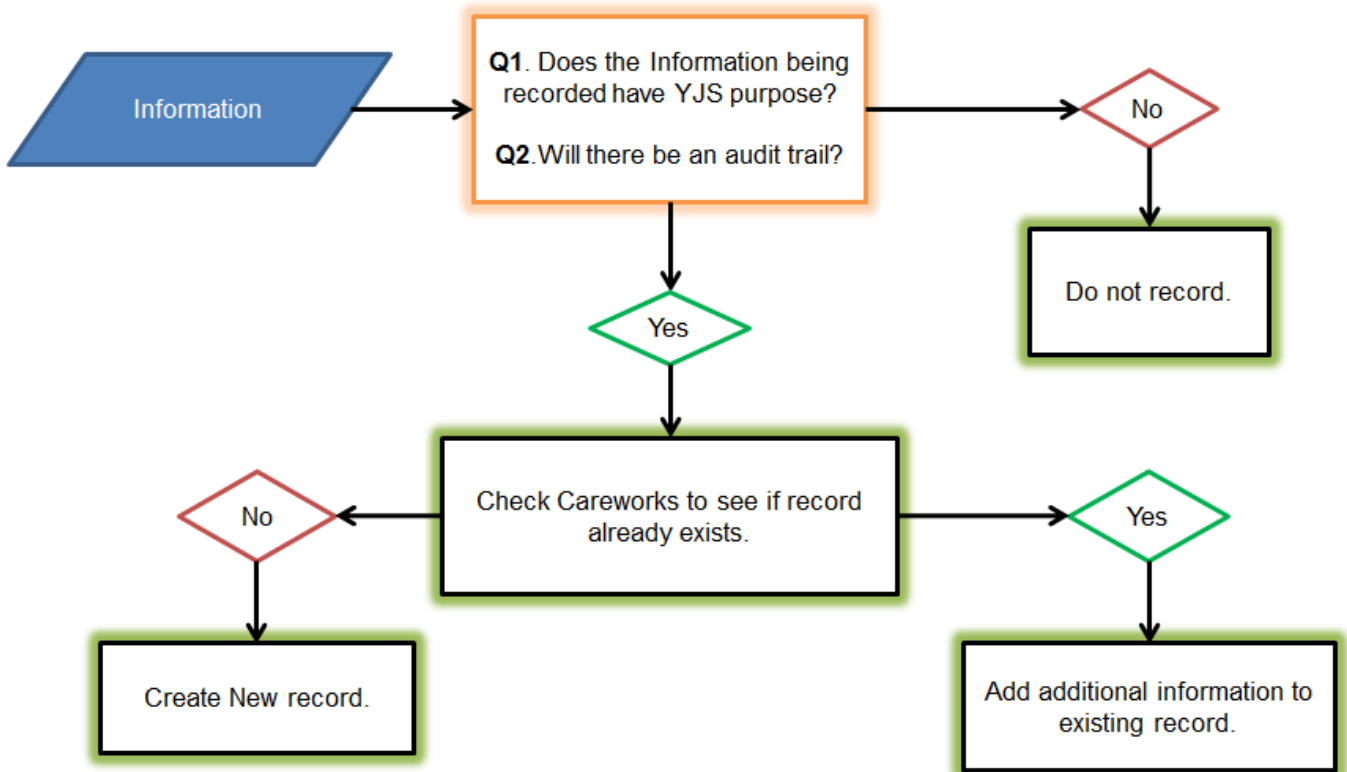
## Scope

This document sets out best practice principles for information management within the Youth Justice Service and details guidelines that must be followed by all employees when handling information.

This framework and supporting documentation applies to all information, in any format or media, created, received, maintained or held by the YJS and its employees in the course of carrying out business as usual activities. The following sections provide further details around best practice while handling information.

Access to all templates, documents and agreements can be found on the YJS [G: drive](#).

## Data Recording



All records should comply with the data quality principles. Information must be:

- **Accurate** – care must be taken when recording information and, where there is doubt, clarification must be sought from the source. Inaccurate information must be corrected as soon as possible.
- **Adequate** – recorded information must be sufficient for the YOT purpose for which it was processed.
- **Relevant** – information recorded must be relevant to the YOT purpose concerned.
- **Timely** – information must be promptly recorded in accordance with national standards and locally agreed procedures for information exchange.

## Information Retention

Information should only be retained while the service has a legitimate requirement for it. Once the information is no longer required (i.e. a young person is no longer engaging with the YJS and is over the age of 18) a process of weeding and then deletion must take place.

Rules for the retention of information differ depending on the type of case, however the Data Protection Act principles two (processing for a limited purpose) and five (not kept longer than necessary) inform this practice. The following points detail retention timescales for different case types:

- Non-Looked After Children (LAC) – Follow appropriate flowchart detailed below in the Reviewing and Weeding section.
- LAC – Delete after 75 years from date of birth.
- Schedule 1 offender – Delete after 75 year from date of birth. However note that: “YOT should not keep electronic or written registers of previously identified Schedule 1 offenders” (2006:5)
- Restorative Justice (CJU10) – YJS are sent this information from South Yorkshire Police in real time. Retention of this information is for 12 months, data is then to be deleted.

## Reviewing and Weeding

To comply with Youth Justice Board guidelines and the Data Protection Act, a process of reviewing and weeding of stored information (both in paper and electronic format) should be followed.

The following process detail actions that must be adhered to at different case stages when dealing with non-LAC and non-Schedule 1 offences:

- **Stage 1** – On completion of YJS purpose
- **Stage 2** – On expiry of the accuracy of the YJS-specific information
- **Stage 3** – On expiry of retention timescales

## Archiving and Disposal

In order to comply with our legal obligations when holding information, processes for archiving and the disposal of information are in place for both physical and electronic records. The flowcharts below detail timescales for this process.

- Physical Records: Business Support processes capture, archive and dispose.<sup>1</sup>
- Electronic Records: Information Officer uses CareWorks Archiving system to capture, archive and dispose.

The reviewing and weeding timescales are guidelines; in keeping with the YJB advice a system of ‘management override’ enables individual files to be kept on a more long-term basis should there be good reason to do so (the severity of the offence, nature of the risk or

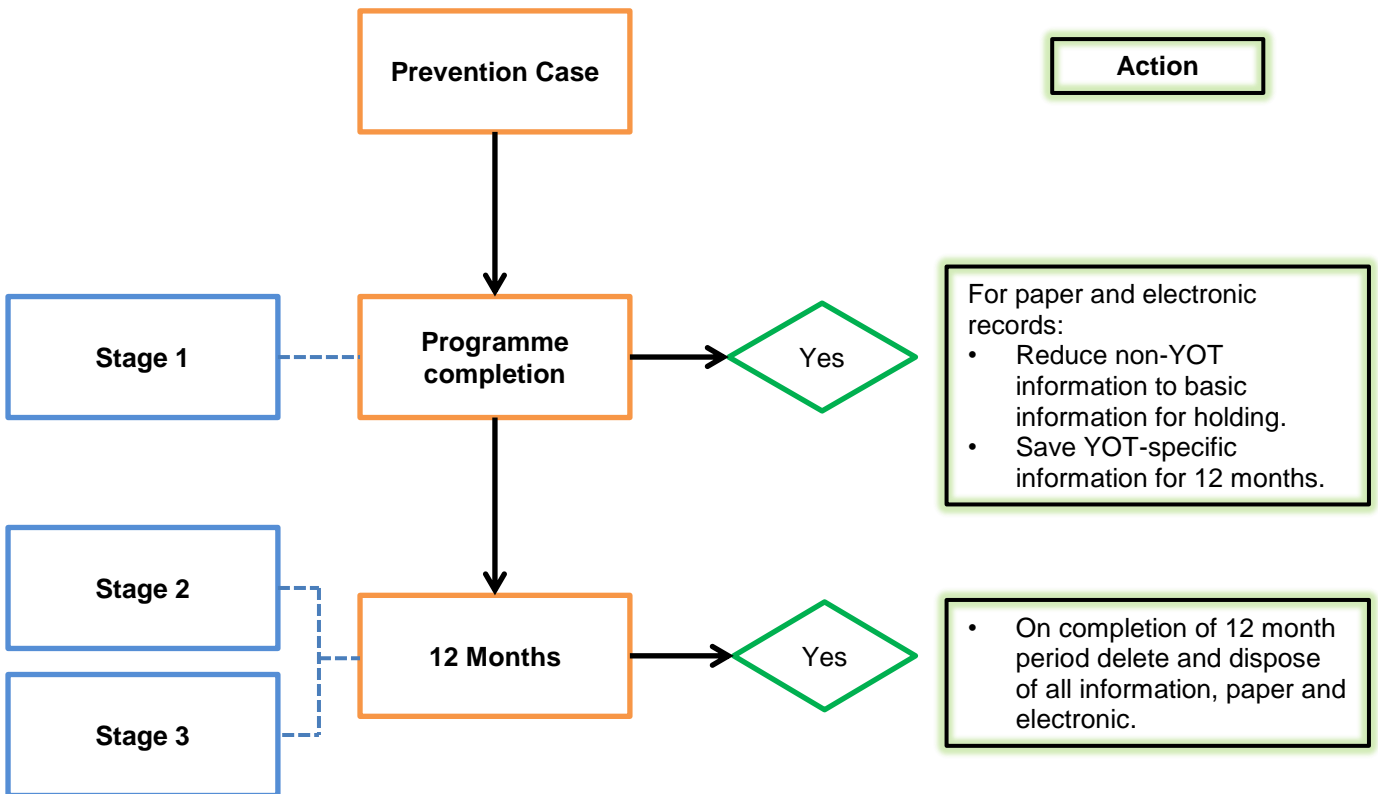
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<sup>1</sup> “Basic information” and “YOT-specific information” are as described in the YJB guidelines, p12-13.

on-going review). If such override is exercised, however, then the reasons should be documented along with a review date.

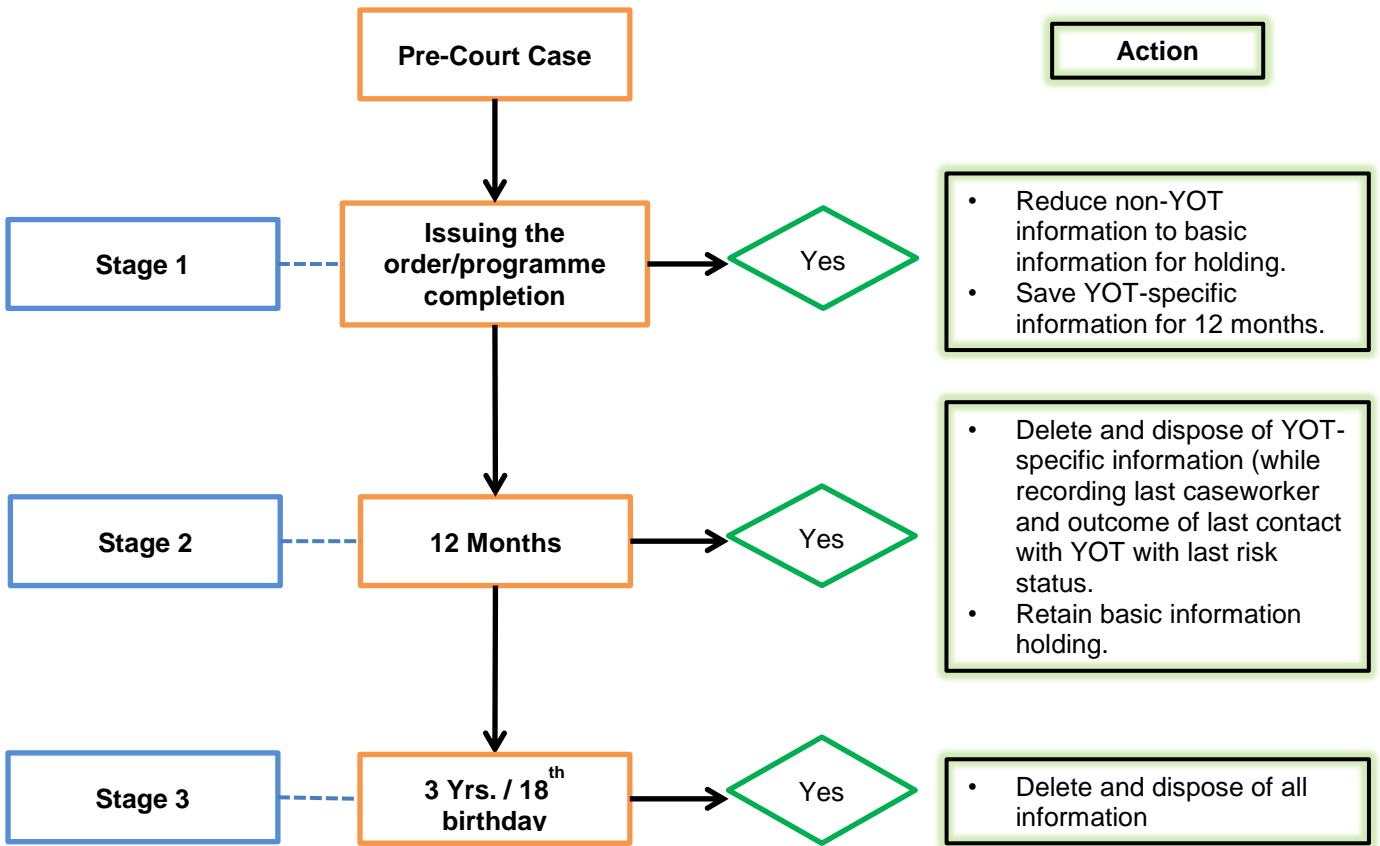
Note also that, before deletion in YJS, records may be passed to other youth services or adult services if relevant; in this case they become custodians of the information.

### Prevention Cases:

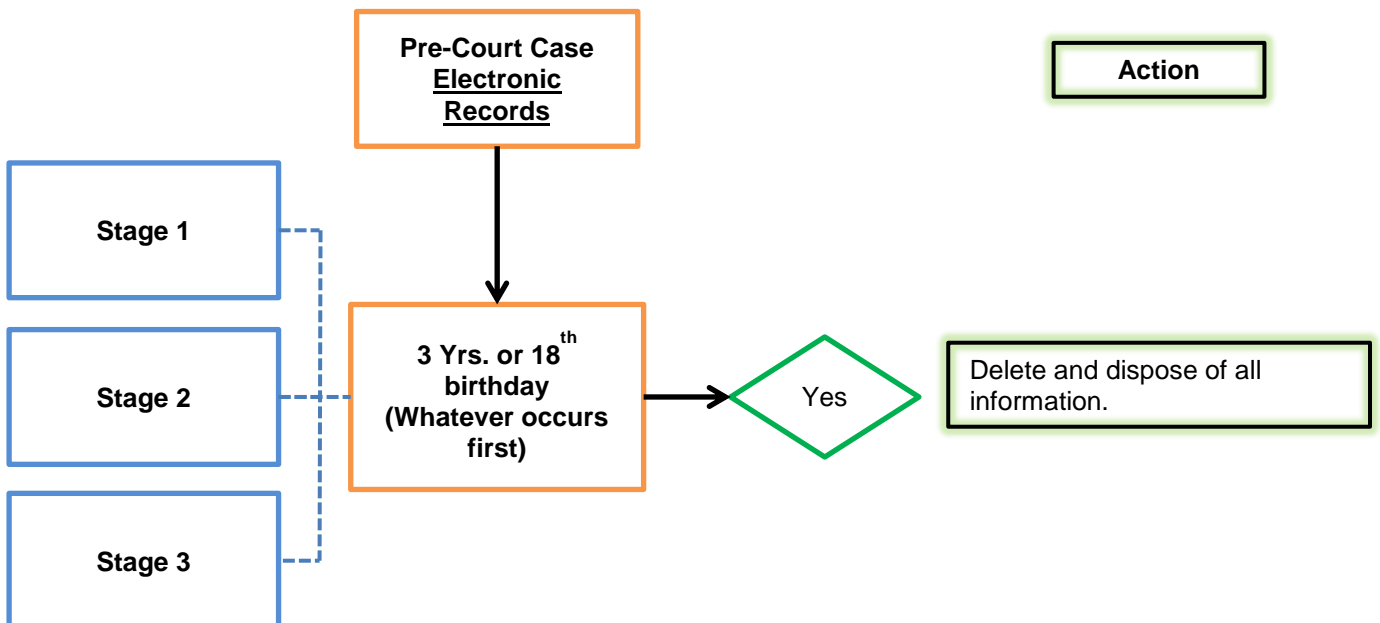


## Out of Court Disposals - Offender Cases:

### Paper Records

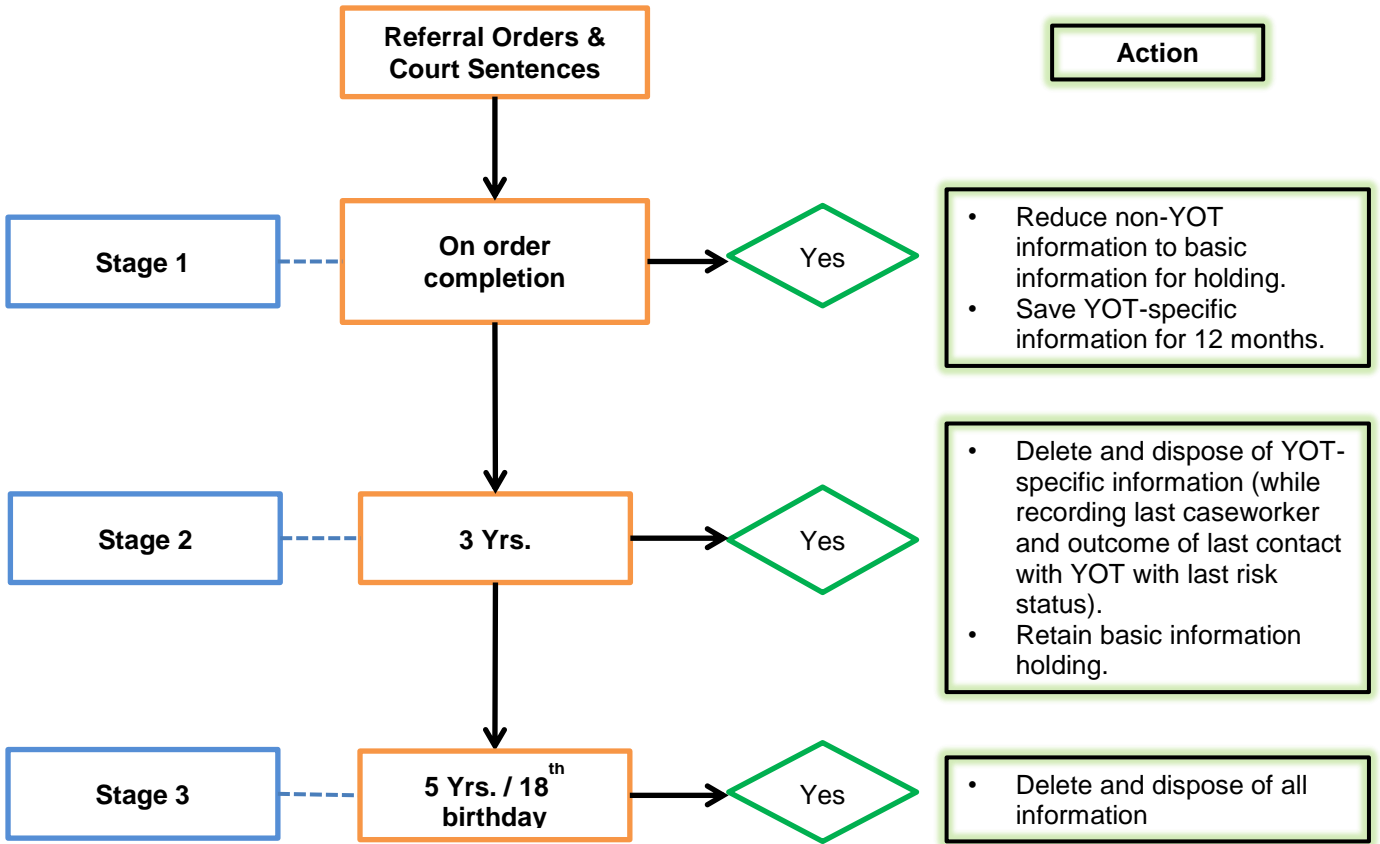


### Electronic Records

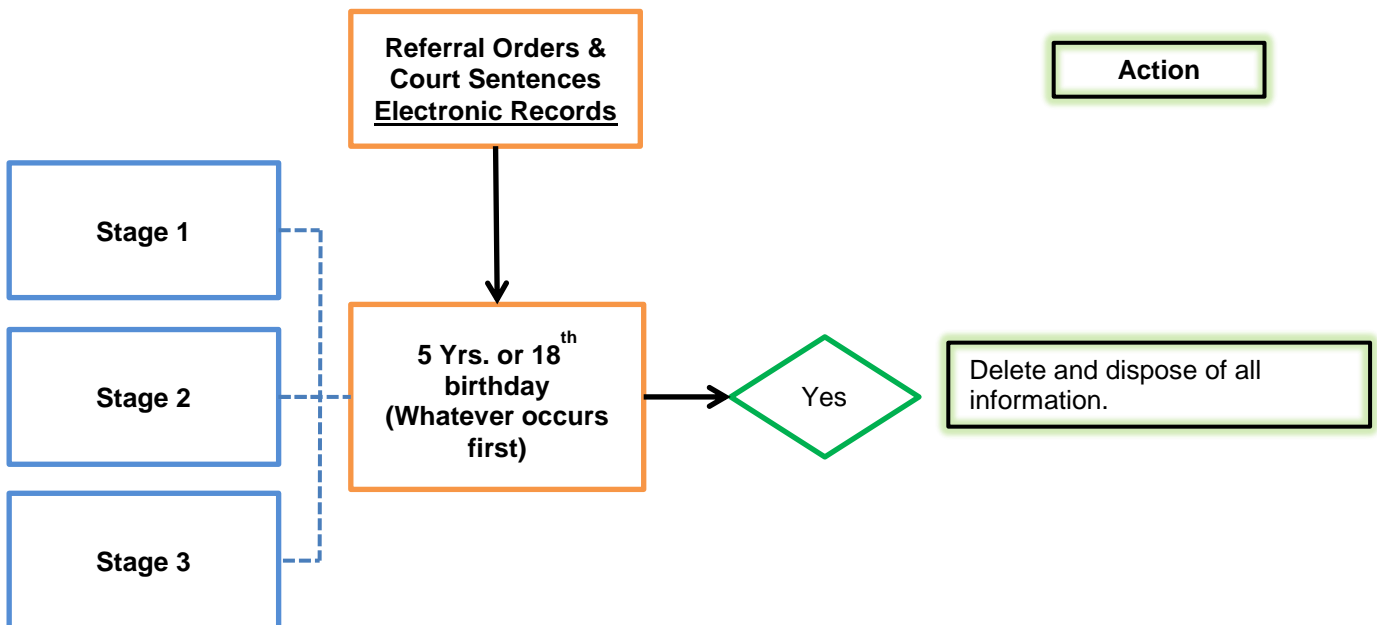


**Referral Orders & Court Sentences – Offender Cases:**

**Paper Records**

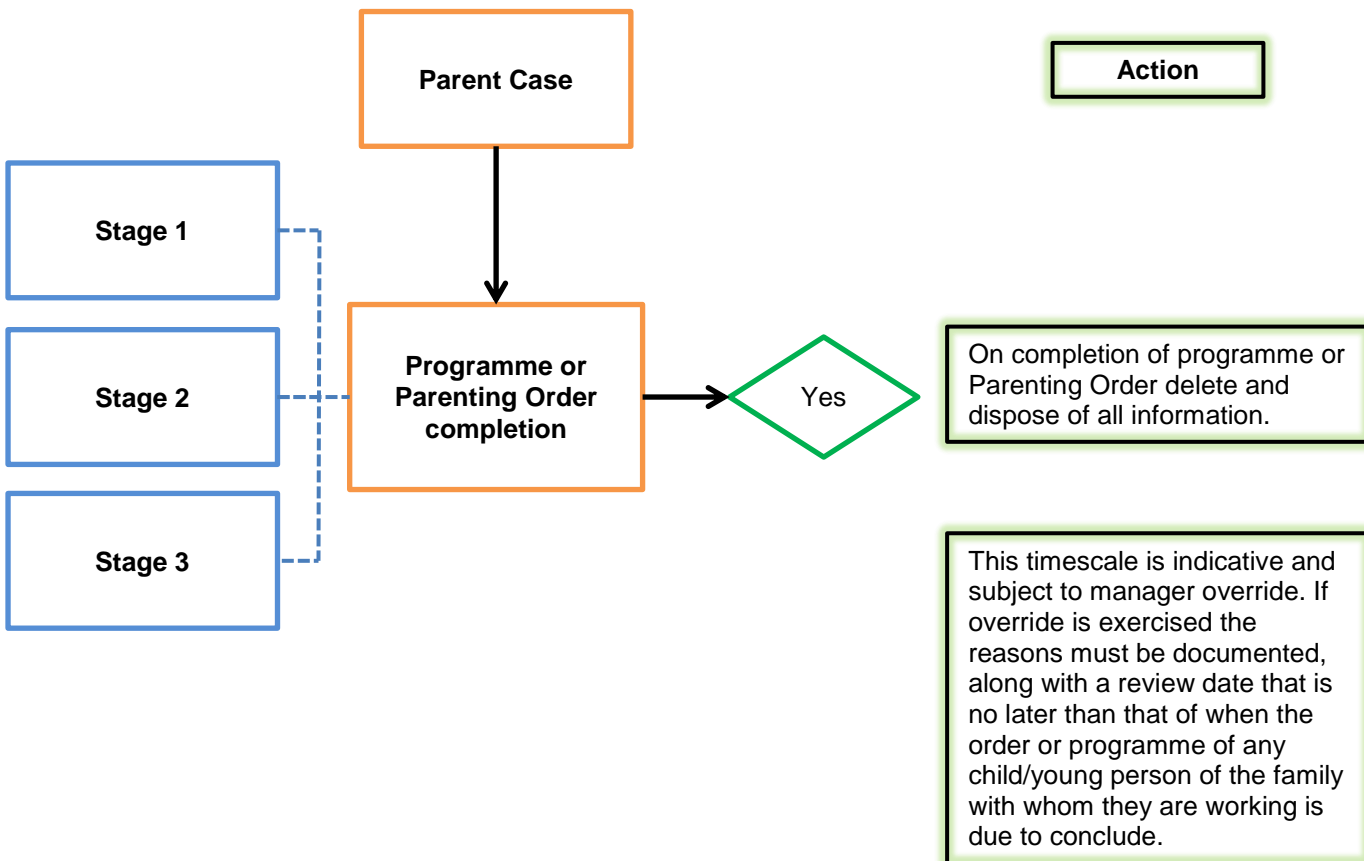


**Electronic Records**

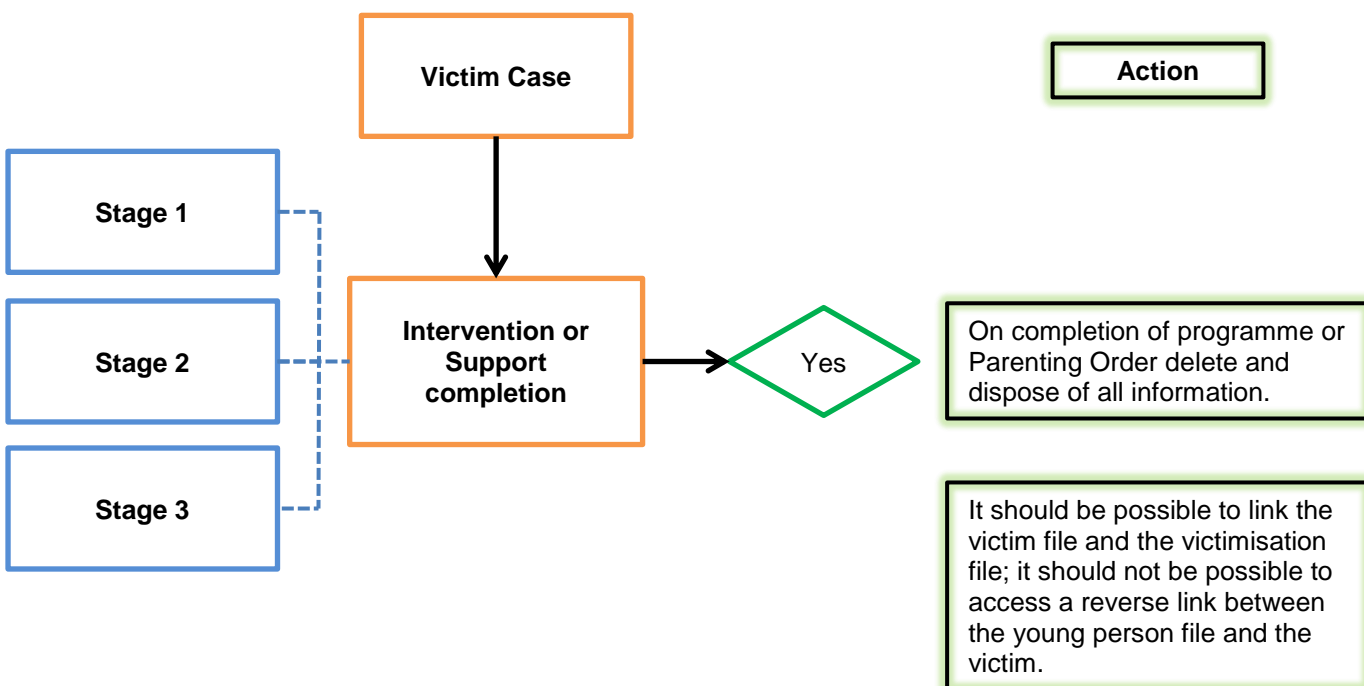




**Parent Cases:**



**Victim Cases:**













## Sharing Information

Information sharing is a key aspect to enable delivery of efficient services that are coordinated around the needs of the individual. It is essential to enable early intervention and preventative work, for safeguarding and promoting welfare and for wider public protection. Information sharing is a vital element in improving outcomes for all.

When sharing information the law requires that personal information is processed – obtained, used or disclosed – fairly. With respect to consent to share information, Section 115 of the Crime Disorder Act 1998 provides YOTs with an enabling power to share information when it is in the public interest. However best practice suggests consent should be sought from the outset. To satisfy this standard signed consent from the service user can be gained using the First Reporting Instruction document.

Due to the nature of service delivery in a multi-organisational service, Sheffield Youth Justice Service works with a number of partner organisations. As such, formal Information Sharing Agreements (ISAs) are used with statutory and non-statutory partnering organisations to allow controlled and transparent information sharing ([appendix 1](#)). The table below details all YJS ISAs:

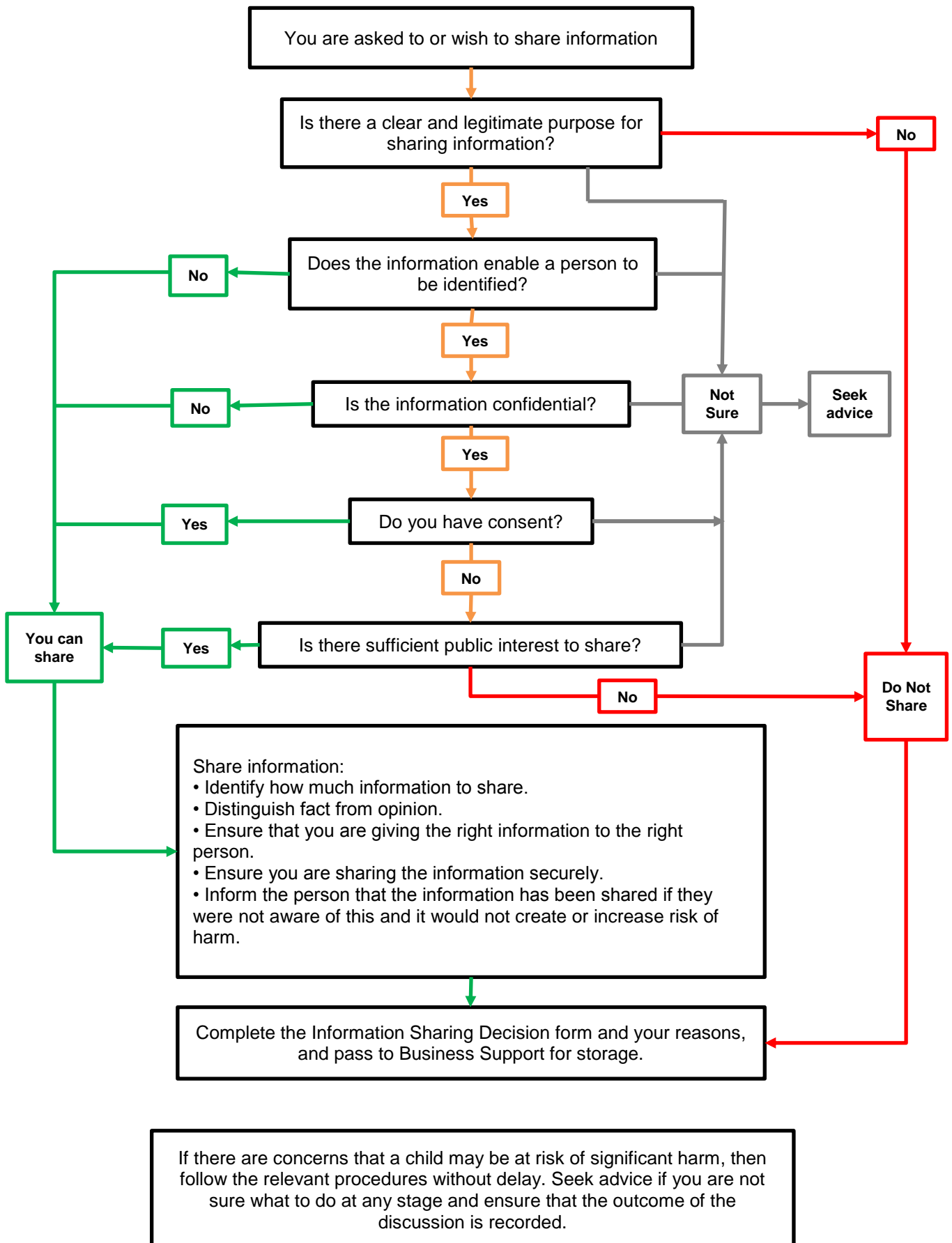
Organisation	ISA	Dataset List	Review Date
MST (Multi-Systemic Therapy)	 YJS - MST ISA 18.03.14.pdf	 YJS - MST Dataset 5.2.14.docx	March 2015
Remedi (reparation and RJ provider)	 YJS - Remedi ISA 13.01.14.pdf	 YJS - Remedi Dataset 14.11.13.doc	November 2014
Roundabout (accommodation provider)	 YJS - Roundabout ISA 1.11.13.pdf	 YJS - Roundabout Datasets 1.11.13.doc	November 2014
SOVA (Appropriate Adult Scheme)	 YJS - SOVA ISA 09.01.14.pdf	 YJS - SOVA Dataset 22.11.13.docx	November 2014
CRI (Young People's Substance Misuse)	 YJS - CRI ISA 07.02.14.pdf	 YJS - CRI Dataset 02.12.13.docx	February 2015
Forensic CAMHS	tbc	tbc	
Sheffield College	tbc	tbc	
Sheffield Futures	tbc	tbc	

South Yorkshire Police	tbc	tbc	
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YJS information can be shared on an ad hoc basis to other organisations where a formal information sharing agreement has not been agreed. If you wish to share information and are not sure if you can, the following 'key questions for information sharing' flowchart informs this practice.

When ad hoc information sharing does take place a Data Sharing Decision form ([appendix 3](#)) must be completed and saved to record the outcome. The Data Sharing Decision form must be completed for all requests whether information is shared or not.

## Flowchart of key questions for information sharing

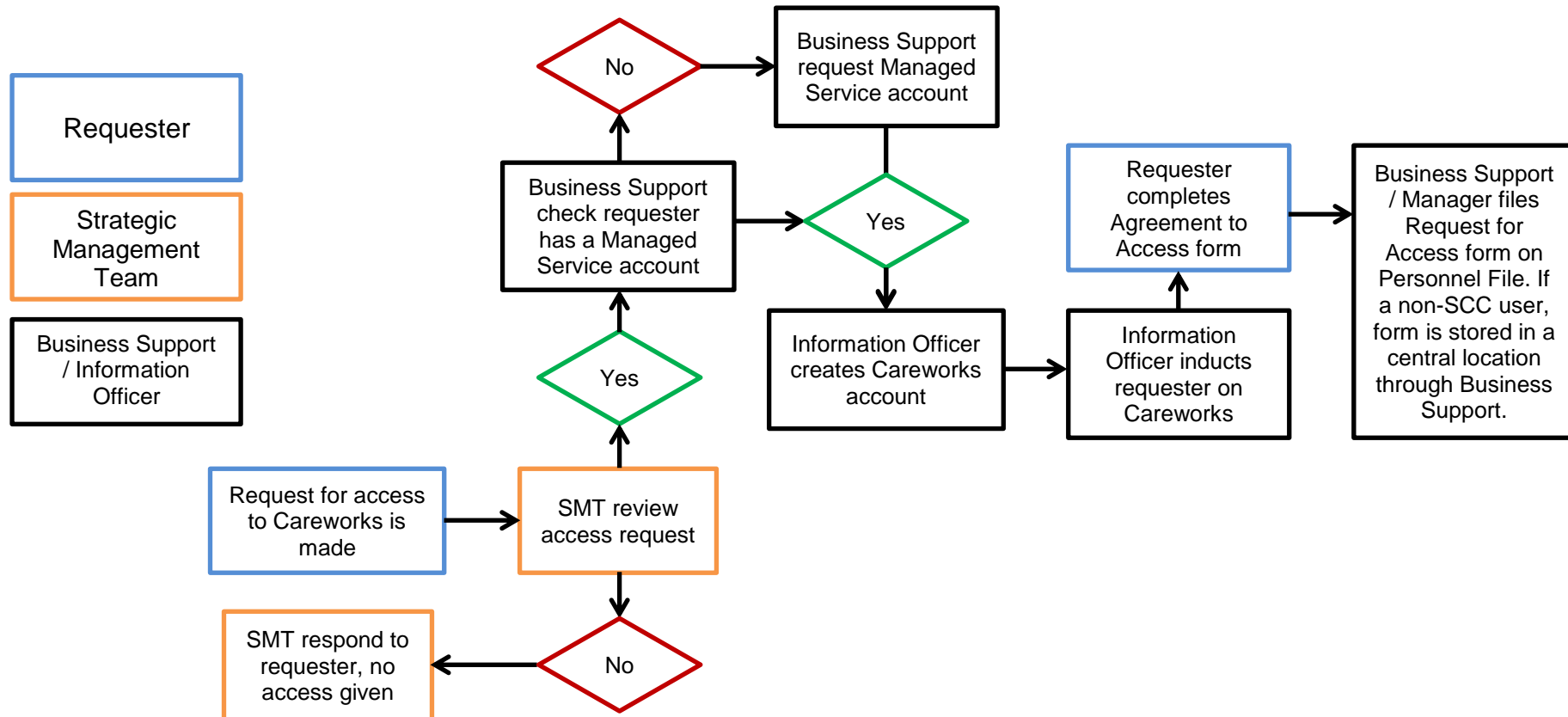


## Access to Careworks

In order to maintain control and oversight of Careworks users and comply with data security standards, the Access to Careworks process must be followed and an Agreement to Access form ([appendix 4](#)) completed before access to Careworks is granted. All Careworks users must complete the relevant (Sheffield City Council YJS or Non Sheffield City Council YJS) Agreement to Access form.

Removal of Careworks Access – a process of twice-annual system audits conducted by the Information Officer identifying and cleansing all users who no longer require Careworks access.

Any new request for access to Careworks will follow the process detailed below:



## Youth Justice Board information security checklist:

Information Security Checklist	Officer Responsible	Met /Not Met Guidelines
Senior Information Risk Owner (SIRO)	Service Manager	Met
Information Asset Owner	Service Manager	Met
Information Technology Security Officer	Business & Information manager and Information Officer	Met
All YJS understand requirements and responsibilities within the Information Management Strategy	YJS Management Team	Met - Induction process
Ensuring contractors are compliant with YJS information Management Strategy	YJS Management Team	Met - ISA and Agreement to Access process
YJS employees access to sensitive information is in proportion with their role	Service Management Team and Information Officer	Met – This is determined by post
Security education and awareness is within YJS induction with regular familiarisation	All YJS employees	Met – Induction process
Policy and procedures to report, manage and resolve security incidents	All YJS employees	Met – <a href="#">Information Security Policy</a>
ICT systems with suitable identification and authentication controls to manage risk of unauthorised access	Business & Information manager	Met – SCC Managed Service account and Careworks Case Management System
Regular audit of information assets within the YJS	Quality Assurance & Standards Manager, Business & Information Manager and & Information Officer	Met - Regular weeding, archiving and removal process
Policy for remote working	YJS Management Team	Met – <a href="#">Lone working</a>
Information secured within a secure building and IT systems		Met – Star House access controlled building
YJS business continuity management arrangement	YJS Management Team	Met – <a href="#">Business Contingency</a>
All media used for storing or processing sensitive information must be disposed and sanitised	All YJS employees	Met – no external media devices are used

## Appendix 1 – Information Sharing Agreement

# Information Sharing Agreement (ISA)



This Information Sharing Agreement (ISA) defines the arrangements for processing data between Sheffield Youth Justice Service (SYJS) and ..... and sits underneath the overarching Information Management Framework / Partnership Agreement. The Dataset & Stakeholder document provides further information on what and how the information will be shared.

1. Parties to the agreement: Full name and address of the organisations or businesses

Sheffield Youth Justice Service Star House Division Street Sheffield S1 4GE	
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2. Why is the information being shared?

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3. What information being shared?

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4. What is your legal justification for sharing? Has consent been gained if required?

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5. How will the information be shared? (E.g. data transfer - include any security Measures)

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6. How will the information be stored? (e.g. secure server - include any security measures)

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7. Who will handle the information – name and job title?

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8. How long will the information be kept?

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9. How will the information be destroyed?

10. What date will the information be shared? Initial date must be later than the date of the signatures.

11. What are the names, roles and contact details of any members of staff who will make sure that the required information is shared at the appropriate time?

12. When will this agreement be reviewed and by whom?

This agreement must be formally approved and signed by both parties before any information sharing takes place. Both parties will ensure that the ISA and Information Management Framework are known and understood by all employees involved in the process.

**Originating Organisation**

Name of organisation: Sheffield Youth Justice Service

Name: .....

Position: .....

Signature: ..... Date: .....

**Partner Organisation**

Name of organisation: .....

Name: .....

Position: .....

Signature: ..... Date: .....





# Dataset and Stakeholders List

A list of core datasets and stakeholders identified during the data audit

Name of Organisation:			Date of Audit:	
Name of dataset	Description	Purpose	Technical Description	Provider

## Appendix 3 – Data Sharing Decision Form



Once completed a record of this form must be stored on the [G: drive](#).

<b>Name of Organisation</b>	
<b>Name and position of person requesting data:</b>	
<b>Date request received:</b>	
<b>Data requested:</b>	
<b>Purpose:</b>	
<b>Decision:</b>	
<b>Data supplied:</b>	
<b>Reason(s) for disclosure or non-disclosure:</b>	
<b>Any specific arrangements re: retention/deletion of data:</b>	
<b>Decision taken by (name and position):</b>	
<b>Date of disclosure:</b>	
<b>Signed:</b>	
<b>Date:</b>	



**Agreement to Access Form:  
For Non-SCC Youth Justice Staff Using Careworks**

**Part A - Employee Details**

Employing Organisation: \_\_\_\_\_

Job Title: \_\_\_\_\_

Title: \_\_\_\_\_

Employee Forename: \_\_\_\_\_

Employee Surname: \_\_\_\_\_

Alias (Otherwise known as): \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Address: \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

**I confirm that the person named above has completed a Careworks induction:**

Information Officer: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

**I confirm that the person named above requires access to Careworks to carry out their duties:**

Quality Assurance  
& Standards Manager:

\_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

## **Agreement to Access Form: For Non-SCC Youth Justice Staff Using Careworks**



### **Part B - Employee's declaration**

I need to use Careworks case management system in the course of my duties and agree to abide by the policies and procedures of the YJS ([Officers Code of Conduct](#)) whilst doing so. I undertake to read a copy of the policies, which are available on the Sheffield City Council's intranet, at the earliest opportunity.

I am aware that my employing organisation is a party to this protocol and has agreed that in the event of the policies and procedures of the Youth Justice Service being breached by me, I may be subject to appropriate investigation and disciplinary action by my employer and may be denied access to equipment and services, and that my employer will be informed of the outcome.

Name (please print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Department: \_\_\_\_\_

Contact number: \_\_\_\_\_ Ext \_\_\_\_\_

The completed form should be returned to the Youth Justice Services Quality Assurance & Standards manager.

# **Agreement to Access Form: For SCC Youth Justice Staff Using Careworks**



## **Part A - Employee's declaration**

I need to use Careworks case management system in the course of my duties and agree to abide by the policies and procedures ([Officers Code of Conduct](#)) of the YJS whilst doing so. I undertake to read a copy of the policies, which are available on the Sheffield City Council's intranet, at the earliest opportunity.

Name (please print): \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_

**I confirm that the person named above has completed a Careworks induction:**

Information Officer: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

\_\_\_\_\_

**I confirm that the person named above requires access to Careworks to carry out their duties:**

Line Manager: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Review Date: \_\_\_\_\_