

# Community Support Service

## Market Development Drop in Session

27<sup>th</sup> April 2016

# Agenda

- Purpose of the session & Introductions
- Safeguarding presentation including Questions & Answers 10 Minutes
- Business Continuity presentation including Questions & Answers 10 Minutes
- Information Security presentation including Questions & Answers 10 Minutes
- Equalities Presentation including Questions & Answers 10 Minutes
- Any Questions (5 Minutes)

# Introductions

- Gina Smalley – Procurement Manager.
- Russell Henderson –Commissioning Officer.
- Kate Spreadbury - Safeguarding
- Jim Gilman – Business Continuity
- Bernadette Keen – Information Security
- Anne James - Equalities

# Purpose of Session

- Opportunity for Community Support Service providers to understand Bristol City Council's expectations around key areas and receive information to support development.
- The information presented at this event will be shared on the CSS webpage after the event  
[www.bristol.gov.uk/csscommissioning](http://www.bristol.gov.uk/csscommissioning)
- We anticipate to hold other events over the next two months. We will share the dates of these event as soon as possible.

# Safeguarding Adults/MCA/DoLS

CSS providers workshop



# General principles

- Are your policies and procedures easy to read?
- Will the policies and procedures help you and your staff know what to do ?



# Safeguarding Adults

- What is abuse?
- How to spot abuse
- What to do next
- How to involve adults in their own protection
- How to minimise risk of harm



# Mental Capacity Act 2005

- Five principles
- When you need to assess capacity
- How to assess capacity
- Situations when you cannot assess capacity
- Where to go for advice





# Deprivation of Liberty Safeguards

- What these are
- When they apply
- Understanding “least restrictive”
- How to refer for an assessment

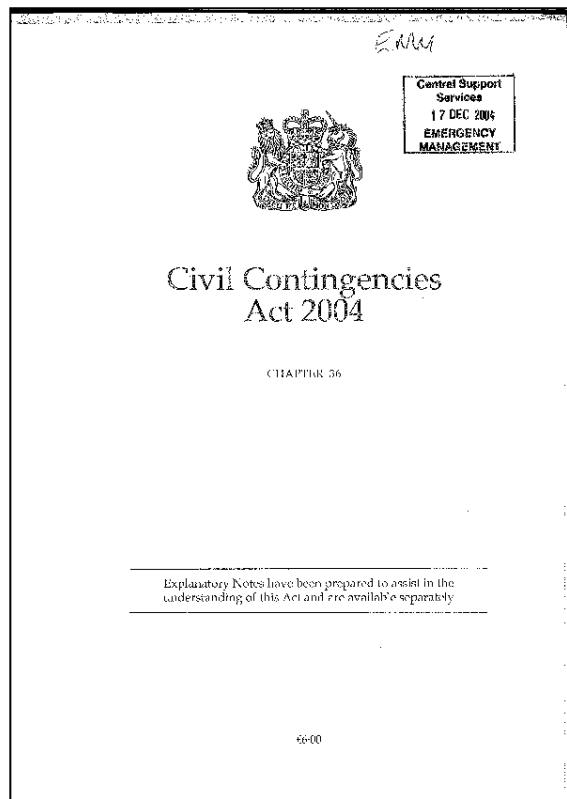


# Jim Gillman, Civil Protection Unit

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# Why seek business continuity assurance from suppliers?



- Statutory duty
- Ensuring resilient service provision for vulnerable people
- Fewer LA resources if providers 'fail'
- An increasingly uncertain world....



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# The impact of emergencies and disruptions on small and medium sized organisations?



# Chartered Management Institute, BCM Survey 2013

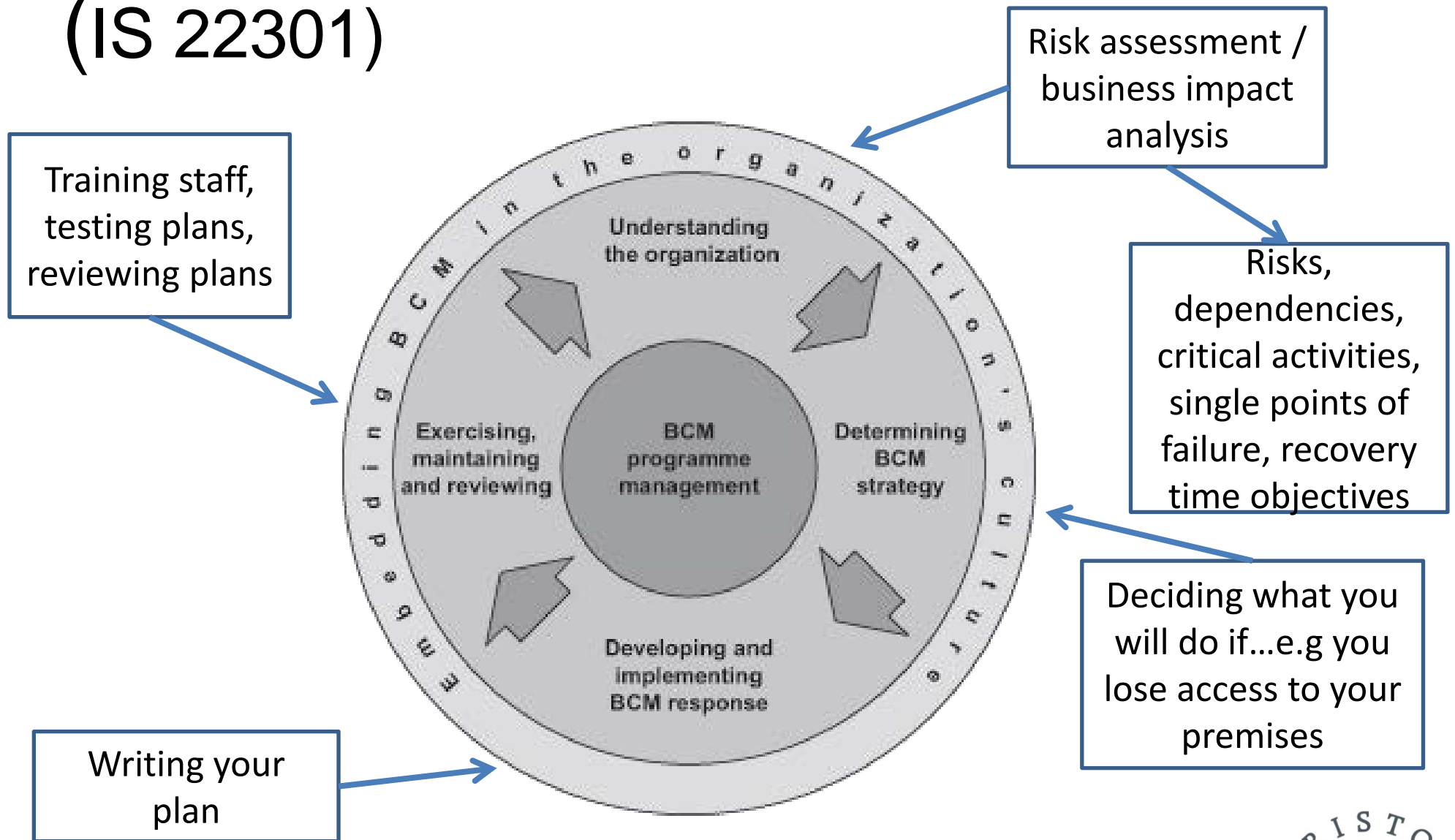
Threat	% of businesses reporting disruptions experienced	
	2012	2013
Extreme weather e.g. flood / high winds	49	54
Loss of people (due to illness)	34	42
Loss of IT	39	40
Loss of telecommunications	24	27
Transport disruption	20	27
Loss of access to site	20	24
School / childcare closures	22	20
Loss of electricity	-	20
Loss of key skills	19	18
Supply chain disruption	15	14
Employee health and safety incident	16	12
Loss of water / sewerage	8	10
Environmental incident	6	6
Malicious cyber attack	6	5
Loss of gas	-	4
Fire	6	4
Terrorism incident	2	2

# So, from providers...

- Evidence that providers are taking a 'managed approach to business continuity':
  - risks to continuity have been assessed
  - dependencies and potential points of failure have been identified
  - the impact of disruption on service users drives the response
  - planning is embedded in the organisation (staff trained / aware, plans tested, regular reviews)
  - organisations are 'ready' for unexpected, disruptive events



# Business Continuity Management (IS 22301)



# What's in a good plan?

- Incident Response
  - Who's in charge
  - Keeping a log of the incident and the response
  - Accounting for service users and staff
  - Communicating with staff, service delivery partners and other stakeholders
  - Communicating with service users and their friends and family
  - Managing media interest
- **Contact lists!!**
- Business continuity
  - Priorities / critical activities
  - Recovery time objectives
  - Options for 'generic' impacts
    - Loss of workspace
    - Loss of staff
    - Loss of IT
    - Loss of providers / suppliers
  - Getting back to normal
- Action plans for specific risks / issues for your business and service users?
  - Severe weather / flooding?
  - Transport?
  - Other key dependencies?
- **Contact lists!!**



# What help is available?

- Lots of open source information:
  - Avon and Somerset Community Risk Register
  - Business Continuity Management Toolkit (.gov website)
  - Templates: lots out there. Good ones on the Manchester and 'Normit' websites
- Consultant advice available from lots of sources, but use common sense first!



# Top tips

- Undertake planning to increase the resilience of your organisation, not to tick a box
- Know your risk landscape & your risk appetite
- Don't be afraid to identify single points of failure / areas of concern
- Communication is essential – make sure you have all the contact details that you might need available at all times
- Keep it simple!





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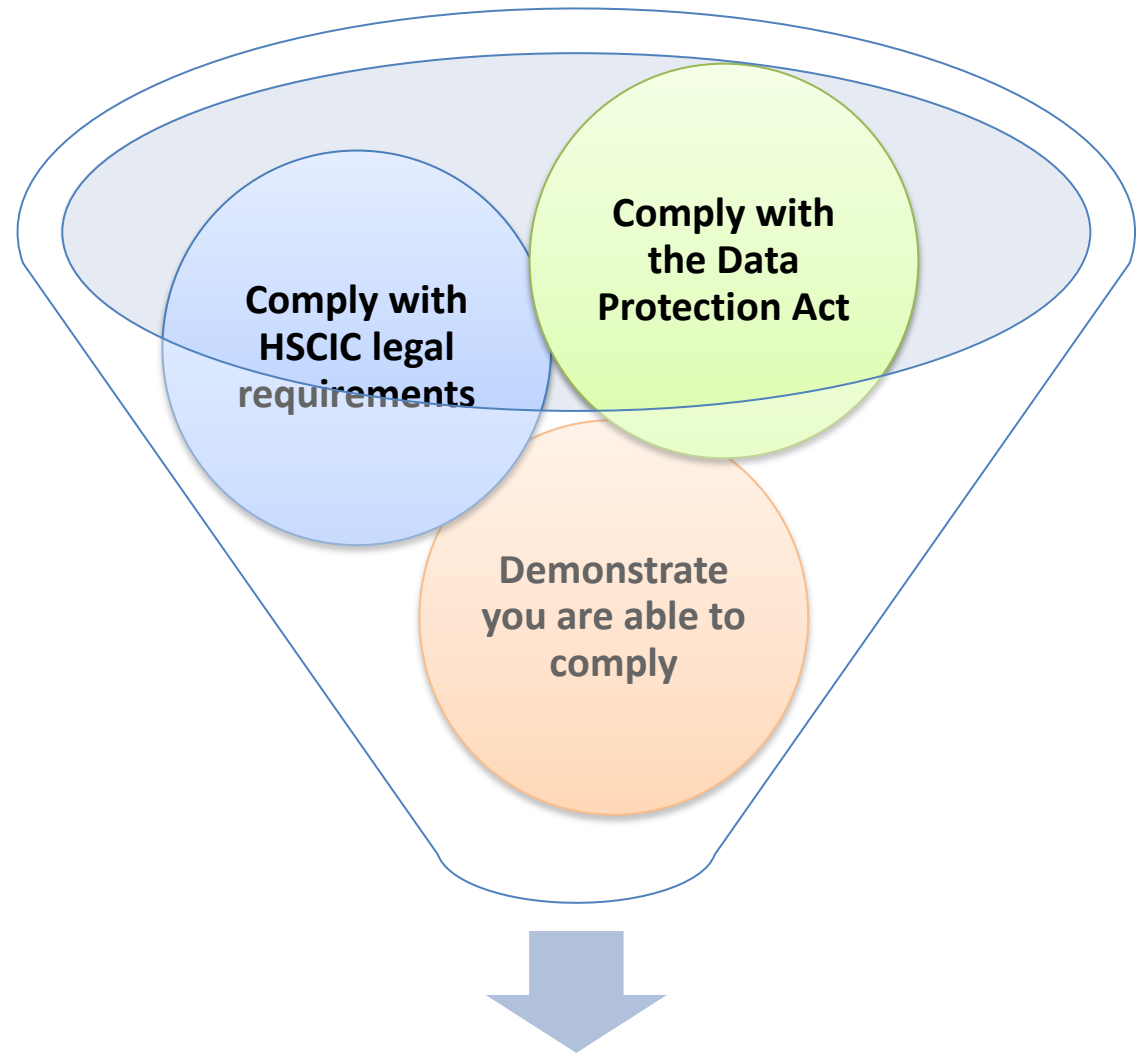


# Information Security and Data Protection

Information Risk  
Information Integrity

# Protecting Personal Data

If you process personal data in order to deliver services you must:



**Delivering services on behalf of  
Bristol City Council**



# Developing Good Practice

<b>Ever been investigated by the ICO?</b>	<ul style="list-style-type: none"><li>• What went wrong?</li><li>• Was the conclusion satisfactory?</li><li>• Have processes been amended appropriately?</li></ul>
<b>Your DP Registration Number?</b>	<ul style="list-style-type: none"><li>• Is your registration current?</li><li>• Is the information processing described in line with the processing required for the contract?</li></ul>
<b>Appropriate Collection, Storing and Handling of Information</b>	<ul style="list-style-type: none"><li>• Records management and data retention policy/statements.</li><li>• Use of specific roles and responsibilities - e.g. SIRO, Data Protection Officer, Caldicott Guardian.</li><li>• Procedures for remote working – Digital &amp; Paper!</li><li>• Acceptable personal use of email and internet policy/statements.</li><li>• An understanding of the different types of data to be held and the different level of security that needs to be applied.</li><li>• Information sharing agreements in place.</li><li>• Use and implement the IT Governance Toolkit?</li></ul>





# Developing Good Practice

Training	<ul style="list-style-type: none"><li>• Data Protection, Confidentiality and Freedom of Information.</li><li>• Computer Misuse policy/statement.</li><li>• Caldicott and HSCIC Guidelines.</li><li>• Training at induction, refresher training, training reviews.</li><li>• Free training materials.</li></ul>
Know how your IT security is managed, how systems are patched and kept secure	<ul style="list-style-type: none"><li>• Do IT services <b>meet</b> the ISO270001 standard ?</li><li>• Security measures in place to protect web applications.</li><li>• Mobile device security (e.g. Tablets, Phones, Memory Sticks, Laptops) including encryption measures.</li><li>• Penetration testing.</li><li>• Home working policies/procedures.</li><li>• 3<sup>rd</sup> party IT sub-contracts in place, are they ISO27001 <b>accredited</b>?</li></ul>
Third party Hosting	<ul style="list-style-type: none"><li>• Data hosted outside of the EEA? Are your third party suppliers adequately protect against threats from the Internet</li></ul>
Incident Management	<ul style="list-style-type: none"><li>• Formal security breach reporting routes, a mechanism for categorising the severity of an incident.</li><li>• Are the HSCIC and ICO requirements and guidelines are followed when reporting information security incidents?</li></ul>

# Good Outcomes

Client data is protected and treated with care and respect.

Clients and their families have confidence in the provider.

Legal responsibilities are met.

# Poor Outcomes

Damage to individuals.

Loss of confidence.

Loss of reputation.

The ICO has the power to fine up to £500k per breach of the Data Protection Act and has already fined organisations over £20 Million and undertaken 21 criminal prosecutions.

**We are here to support GOOD OUTCOMES!**



# New GDPR 2018

Top 5	<ul style="list-style-type: none"><li>• Understand what this means for your business.</li><li>• Data Processor liabilities</li><li>• Mandatory Data Protection Officers</li><li>• Reporting Data Breaches – 72hrs</li><li>• Fines – 20M EURO / 4% Global turnover</li></ul>
Data subject	<ul style="list-style-type: none"><li>• Right to Erasure</li><li>• Data portability</li></ul>
Consent	<ul style="list-style-type: none"><li>• More detailed PIAs</li><li>• Explicit consent .</li><li>• Consent requires affirmative action</li><li>• Evidence of consent</li><li>• Think about your staff?</li></ul>
Other	<ul style="list-style-type: none"><li>• Removal of fees</li><li>• Detailed information flows</li></ul>

# Public Sector Equality Duty

Bristol City Council's Equality and  
Community Cohesion Team

# Context

- Bristol City Council is committed to equality in the provision of services.
- Our services must be accessible.
- Services need to be relevant and appropriate to the needs of our diverse communities.
- Companies and organisations working on our behalf must be able to demonstrate this.

# The Public Sector Equality Duty

Public authorities, in the exercise of their duties, must have due regard to the need to:

- eliminate discrimination, harassment, victimisation
- advance equality of opportunity

Act refers to removing or minimising disadvantage, meeting needs of people with protected characteristics or encouraging participation where participation is disproportionately low

- foster good relations

Act refers to tackling prejudice and promoting understanding

# **Organisations wishing to provide services on behalf of the council must demonstrate:**

- That equality and diversity is embedded within your organisation.
- Steps are taken to allow fair access and equal treatment in employment and service delivery.
- Failure to do this could make the Authority liable to legal action.

# **Demonstrating you are an equal opportunities organisation**

- Demonstrate up to date knowledge of your legal duties, including the Public Sector Equality Duty.
- Demonstrates as an employer that equality of opportunity is integral to recruitment, promotion, training and grievances.
- Demonstrate that services are flexible and responsive to meet differing service user needs, preferences and requirements.
- Evidence of where these policies have made a difference.



# **Demonstrate good understanding of the Equality Act 2010**

- Nine protected characteristics
- Discrimination, harassment and victimisation
- Reasonable adjustments
- Designing services to meet different needs
- Service users and families and staff

# Demonstrate you are an equal opportunity employer

- How and where are job vacancies advertised?
- Are any communities under represented in your workforce? How do you try and reach these communities?
- How does your organisation ensure equality is integral to retention, promotion, training and grievances?

# Demonstrate that services are tailored and accessible

Steps are taken

- to allow fair access to the service
- to meet different needs within the service
- to remove or minimise disadvantage
- to assess access, outcomes etc. and review the service accordingly.

# **Evidence of where you believe these policies have made a difference**

- Examples of how a service was changed as a result of the organisation reviewing equality or community cohesion issues
- Examples of how service user consultation resulted in a change to how the organisation conducts its business.

# Appropriate Evidence

- Relevant policies – e.g Equality, Recruitment, Grievance etc.
- Screen shots of webpages
- Photos
- User feedback
- Anonymous case studies

# Questions & Answers

