

# London Borough of Newham

## Development of a risk model toolkit for nationwide implementation by social care organisations

Any organisation providing social care has to recognise that the information it is handling can be highly sensitive and needs to be handled securely. It's also a requirement that is frequently complicated by the increasing need of organisations to collaborate and share information.

Without the ability to demonstrate to external parties that information is being handled in an appropriately secure manner, organisations providing social care are being hindered from developing links with external partners such as Local Health Authorities.

### The project driver

The London Borough of Newham identified that it had a need to improve levels of information security as well as demonstrating compliance with BS7799 – the British standard for information security management.

Newham was aware that the NHS Information Policy Unit and NHS Information Authority had developed an Information Security Officers' Toolkit based on CRAMM – the UK Government's preferred risk method. It foresaw that a similar tool, tailored to organisations that provide social care, would provide significant benefits both to itself and other authorities.

The London Borough of Newham sought funding for this initiative from the Department of Health under the Information for Social Care programme.

### Identifying a partner

In order to undertake the project, Newham concluded they would need external help from an early stage. "We realised that although our ICT team is highly skilled, with mounting work pressures and lack of spare resource, we needed to bring in an external partner" recounts Siobhan Giles, Information Systems Manager at the London Borough of Newham.

"We also felt that having someone look at our situation from an external viewpoint would provide an independent opinion and allow cross fertilisation of ideas" explains Giles. "Insight were selected because they understood the area, had extensive experience within the NHS and public sector, understood the attitudes and processes involved and crucially they have responsibility for developing CRAMM."

### How Insight helped

Insight initially conducted a detailed risk assessment using CRAMM at the London Borough of Newham. "This involved setting the scope of the assessment and then interviewing key personnel to look at the various levels of risk and dependency on systems" says Giles.

After completing this work, the results were then compared with follow-up risk assessments carried out by Insight at two further authorities – the London Borough of Harrow and London Borough of Hackney.

"After this comparison, a generic risk analysis report was created for all organisations providing social care. Its aim is to be an 80% fit since many of our practices are similar across England and Wales" remarks Giles. "We then took the generic risk analysis results and put them into an Access database (the Social Care Risk Model Toolkit) that could be distributed on CD to every local authority in England and Wales with the backing of the Department of Health."

"The toolkit makes available the original risk analysis with additional notes fields" explains Giles. "This enables further tailoring by other social care organisations if required."

A series of seminars were held by the Department of Health to promote the Information for Social Care programme. These included presentations from Insight Consulting which highlighted the features of the toolkit.

Once development of the toolkit was complete, Insight Consulting and the Department of Health jointly funded training for each of the authorities wishing to implement the new solution. "The training is considered essential to the success of the toolkit and brings together the skills of the ICT groups with the automated processes of the toolkit. This provides the maximum benefit to social care organisations" comments Giles.

### The benefits

The Social Care Toolkit inherently provides financial and management benefits. "Because it recommends the high priority elements we need to action first, the toolkit will allow us to prioritise our budgets and choose countermeasures



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## Key features

- CRAMM-based automated risk tool for organisations providing social care
- Provides standardisation of processes and enhanced communications within social care organisations
- Helps fulfil the first stage of the Caldicott Standard on information management
- Insight provides training for staff on the use of the toolkit.

which are appropriate to the level of identified risk” says Giles. “Budget is not wasted implementing incorrect or nonessential solutions.”

“The reporting function in the toolkit is also perfect for management reports. It helps us to present findings in an understandable format and to include the right kind of information for management” confirms Giles. “The release of the toolkit has been timely as it coincided with the introduction of Caldicott (a Department of Health framework for secure information management) into social care organisations.”

“All social care organisations can benefit greatly from the new risk tool” concludes Giles. “It provides a uniform approach to the assessment of security risks for organisations providing social care and is a cost effective solution. It also brings these organisations closer to achieving the high standards set by BS7799.”



## Case Study

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Insight is BS7799 certified, is a GCat and S-Cat (Category 7) supplier and subscribes to the CESG Listed Advisor Scheme (CLAS) and CHECK services.

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