

Information Governance

Lead by the Head of Information Governance, the council has a centralised service dealing with information governance, corporate complaints and statutory social care complaints for both adults and children.

The Information Governance and Complaints Manager and the Data Protection Officer report to the Head of Information Governance.

The team facilitates the multidisciplinary Information Governance Group which meets every 6 to 8 weeks. This forum deals with operational matters arising and ongoing pieces of work with relevant subject experts such as Risk, IT, HR and directorate lead officers.

The service also reports to the Strategic Information Governance Board where organisational priorities are considered establishing strategies and reviewing performance.

Complaints

Putting the public and local residents put the heart of their work the Information Governance and Complaints Team seek to ensure complaint processes run smoothly and place service improvement high on the agenda.

Conducting investigations at the final stage of the corporate complaint procedure [and also conducting internal reviews on information requests] the officers in this team regularly liaise with services across the council to achieve improvement in processes and service delivery.