

ELSID - Electronically Sharing Client Data

A DoH/ODPM Pathfinder Project for the
West London Alliance



Eye of newt, wing of bat...



- ELSID
- JET
- Information Sharing Protocols - the magical ingredients
- Information Governance resources
- ABRACADABRA!

ELSID



- Electronically Sharing Client Data
- To explore moving client information between partner organisations
- To identify protocols and procedures for information sharing
- An example of joint-working
- Generate good practice for projects of this genre

Project Management



- Project Manager : Tim Rodgers
- ELSID Project Group : 6 Heads of SSD IT plus LBHF Asst Director as Chair
- ELSID User Group - practitioners at varying stages of client contact
- ODPM Project Manager for data protection issues
- Report to ODPM, DoH, London Connects

Information to be shared



- Social Services client information - system extracts from client indexes.
- Based on agreed dataset
- Adults/children when moving to partner local authority.
- Looked After Children when placed out of borough
- Alerts for missing CPR/LAC & Sched 1 and Violent Clients

ELSID Partner systems

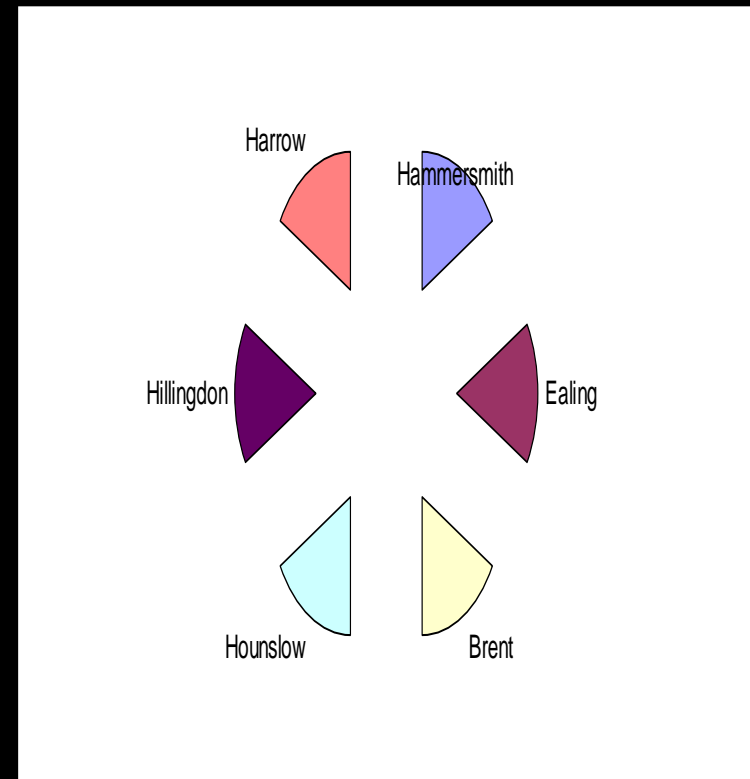


- Variety of systems used by partners
- In house or proprietary
- Need to extract agreed dataset
- Extracts to be transferred into common format to go to a central hub
- Conversion scripts will handle two-way process.
- Export and import capability

Separate areas in the hub



- Each authority has separate area of intranet unique to them.
- Data is placed in hub but if not collected within 7 days will be deleted
- Audited transactions



ELSID deployment



- Browser based so easy to deploy
- Simple to use - point and click
- E-mails should go to public folders - preferably with rules to notify all responsible so there is timely receipt of information.
- Ability to withhold/check information before sending

Administration



- PRISM - a delegated administration tool for all LBHF web-based systems.
- Allows users to submit requests for access.
- Can be permitted by super-users at each organisation to minimise LBHF bottleneck
- Day-to-day user administration

ELSID Dataset



- Name
- Address
- Date of Birth
- Ethnicity
- NHS number
- NI number
- Contact number
- Contact Identity & Relationship
- First language
- GP name
- GP number
- GP surgery
- Next of kin
- NoK contact details
- Legal Status
- Risk Assessment
- Involvement of SS

Consent - Adults



- Consent required for adults moving
- Obtained either at previous or new authority
- Form accompanied by information leaflet
- Consent can be withheld - if so records marked but no transaction can take place.

Data Protection Act - Consent is best



- When it comes to justifying the transference of personal information and sensitive personal information consent should be sought and obtained.
- However schedule 2 and 3 of the DPA allow us to process information if overriding legal reasons or in the best interests of the subject.
- Model will be documented with ODPM

Consent - childrens



- Statutory requirements when children are placed
- But issue of whether local authority is the parent or not
- ELSID will be fully documented with appropriate scenarios to ensure transactions are consented to, or truly done in the child's interests

ELSID and Laming recommendations



- General need to share data PLUS:
- 18 : Communicate first language
- 19 : M.I. Stats on children referred
- 23 : Placement of child in another LA
- 38 : Transfer of responsibility

ALSO

- 58 : Chronology to be transferred

ELSID, expansion and direction



- Aim to increase number of partners
- Aim to increase information flowing - more service areas up to the full client index?
- Aim to tie in with other initiatives such as IRT - extranet solutions widespread
- REMEMBER THE ELSID TECHNOLOGY IS A VEHICLE FOR ANY DATA

Summary of ELSID benefits



- Secure, rapid exchange of client data
- With respect to Caldicott and Data Protection requirements
- Easy to administer, easy to use
- With rationalise assessment process
- Helps with Laming recommendations
- A vital step in getting Social Services departments to see the benefits of electronic, rather than paper files!

Information Sharing Protocols



- Does an overarching one exist? If not you'll get lumbered for both!
- Define your process - always better to have one in mind rather than abstract - for generic protocols remove specifics
- Anyone can write one, even IT people - but ensure you have legal team on board.

DOH Framework document



- A General Framework for Information Sharing in Social Services
- Actually a consultation document?
- Use it as a template (compiled from everyone else's best bits)
- Though it seems paper-based and lacking in contemporary practice (e.g. move towards call centres)
- Good for legal guidance and considerations

Existing local examples



- Many decent protocols already exist:
- West Surrey, Worcestershire, Barnsley, Lanarkshire - all "borrowed" for ELSID and more generic protocols
- However - lack of caselaw and precedent - assume they're OK but what if?
- Careful of "cut and paste"...especially if your procedures are different!

Information Governance



- Pointless to get staff to sign up to protocol if not trained in IG
- TIGER - an web-based training system for Data Protection, Information Security and Caldicott - see <http://www.virtual-college.co.uk> or contact me
- Warks leaflet - "Rough Guide to ISPs"
- Crib cards, Wilts video - TRAINING!

Obstacles



- Culture change - asking people to ask for consent for previously ad hoc disclosures
- Administrative burden - incident based or corporate consent database?
- Despite DPA being an “enabler” still puts fear of God into potential sharers
- ...possibly because more gravity for human rights than joined up services!

Encouragement



- Change in law following *Every Child Matters?* Legislative window in February 2004 and no White Paper (though what about 19+)
- Change in attitudes - don't get hung up on consent and justify your actions
- Expectations of users for joined-up services... don't let minority stop you!
- Everyone else is doing it, so why can't I?

Contact details



- Tim Rodgers, London Borough of Hammersmith and Fulham
- Tel : 0208 753 5027 or 0796 770 5102
- E-mail : tim.rodgers@lbhf.gov.uk
- JETWEB : <http://www.jetweb.org.uk>

Thanks for your time and attention