

Reviewing and Republishing your DSPT

Webinar Q&A

9 June 2022



This Q&A is based on discussions during our webinar on Reviewing and Republishing Your DSPT held on 9 June 2022. To keep up to date with digital and data developments, [sign up for the Digital Social Care newsletter.](#)

Registering or logging in	
I realised that I have inadvertently registered as both a single and multi site. How do I change that?	On the DSPT, you can register with either your site code or your head office code, even if you are a single site. It won't affect which questions you see. If you need help, your local support partner can walk you through this: https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/better-security-better-care/local-support-partners/
We have a subsidiary in Wales that generally use the same policies but may need a few Wales-specific ones (not data security ones). Can we include them in the one submission?	The DSPT only covers adult social care providers in England. Wales has the Welsh Information Governance Toolkit https://dhw.nhs.wales/ig/information-governance/welsh-information-governance-toolkit/ We don't have visibility of the other versions so cannot confirm that the questions or issues are the same.
Is the email the usual company email account or the NHS email one?	You can choose to use either. We recommend using the email that you use most frequently

Completing the questions	
Do I have to publish at Approaching Standards before I move on to Standards Met, or can I go straight to Standards Met without producing an Action Plan requirement for Approaching Standards?	You can go straight to standards met by completing all questions (mandatory and not) in the social care view. There should be 43 questions in total.
If I am at Entry Level can I just confirm what I already have in place?	No. Entry Level no longer exists and has been amended to Approaching standards. All of your work from Entry Level will remain so you can check this and then answer the additional questions required for Approaching Standards – or better still move on to Standards Met.
Do the policies have to be changed?	You should review your policies at least annually. If they are still relevant, then they don't need to be changed. See our list of required policies and templates for different DSPT levels on our website. These are reviewed and quality assured annually, or if requirements change: https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/data-security-and-protection-toolkit/template-policies/
Do you have a sample e.g privacy notice?	Policies that you need to have in place are listed on our website – this includes templates that you can download and tailor for your organisation. Make sure staff know about your policies! https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/data-security-and-protection-toolkit/template-policies/
Could I ask what a digital red bag is?	The Digital Red Bag is a method of sending care home information digitally to hospitals (the same information as was included in the physical red bag if you use those?). We have more information about this here: https://www.digitalsocialcare.co.uk/new-digital-pathway-to-support-emergency-hospital-admissions-from-care-homes/
How can I receive updates of future changes to the questions and processes?	If you're registered with the DSPT you will get info. Also we recommend you register for Digital Social Care's newsletter. We share info about changes and developments. https://www.digitalsocialcare.co.uk/newsletter-signup/
Can you save as you go along and go back to it?	Yes you can

<p>My login landing page looks different to your screens. I cannot see a contents area on the left or a link to the dashboard? I have previously published at Entry Level in 2019 - is that the reason?</p>	<p>When you haven't published before you see a different view of the Toolkit which is simplified. Once you publish, you will see the same view that Mikaela is currently showing. The Toolkit has had 2 updates since 2019 so it looks a bit different. If you have any issues, your local support partner can help you.</p> <p>https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/better-security-better-care/local-support-partners/</p>
<p>Mandatory and non-mandatory questions</p>	
<p>Can I confirm if you only answer the 43 mandatory questions you will reach standards met?</p>	<p>Yes - that is correct.</p>
<p>Does it matter if you answer additional questions? We are able to answer more than the mandatory.</p>	<p>No, it doesn't matter. This means you are going above and beyond! If you answer all of the additional questions you will be awarded "Standards Exceeded"</p>
<p>I have answered a non-mandatory question, can I deselect these?</p>	<p>It's up to you. If you have answered them and know the answer then you can keep them in. It just means you have gone above and beyond! If you complete all non-mandatory questions, then you will achieve standards exceeded!</p>
<p>Why are we being told to only answer the 43 mandatory questions/requirements, when a slide stated " If you only respond to the MANDATORY requirements, you will be asked to provide an action plan which identifies the steps your organisation will take to meet the full standard?</p>	<p>When you login to the Toolkit for the first time (never published before) you will see a reduced view of the Toolkit where only approaching standards questions are marked as mandatory (20 odd). If you only complete these and then publish, you will need to complete an action plan.</p> <p>When you log in the next time, you will see a different view of the Toolkit. In this view, 43 questions will be marked mandatory which is enough for standards met. You will not be required to complete an action plan.</p>

<p>Training</p>	
<p>In relation to staff training, if we have a rolling programme of training on information governance and security for all staff and visitors, is that enough to meet the mandatory standard? as there may be times more than 5% of staff are on leave, sickness, ect?</p>	<p>Yes, that sounds like it will meet the requirement.</p>
<p>What blockers people have experienced regarding Q3.2.1</p> <p>“Have at least 95% of staff, directors, trustees and volunteers in your organisation completed training on data security and protection, and cyber security, since 1st July 2021?”</p> <p>What is to be done where 95% has not been met?</p>	<p>Generally the difficulty lies in 2 areas:</p> <ul style="list-style-type: none"> a) finding appropriate training for staff b) managing to get 95% of staff trained within a year - particularly around bank staff, volunteers or staff on long term sick <p>If 95% of staff hasn't been met, you can either delay publishing your toolkit or can assess which staff require training. Happy to discuss in more detail if you contact us on hello@digitalsocialcare.co.uk</p> <p>We have published information about training, including a list of courses: https://www.digitalsocialcare.co.uk/digital-skills-and-training/</p>
<p>We have a rolling programme of training and a very large staff team. The 95% is difficult to achieve due to different expiry dates etc and keeping on top. We have decided to run a report and a set date and those staff that are out of date will be sent a print out summarising the training to their home address - is this sufficient to meet the standard?</p>	<p>Yes, that sounds like it will meet the requirement.</p>

Cyber Essentials	
We have Cyber Essentials. Will this help achieve standards exceeded?	<p>If you have Cyber Essentials Plus, you can state this on the DSPT and some questions will be removed so that you don't have to answer the same questions twice.</p> <p>If you have standard Cyber Essentials, you will definitely find completing standards exceeded much simpler as you already have the evidence in place to answer non-mandatory questions.</p>
Do you know if there is a grant to support social care provider to access Cyber Essential Plus? We'd love to get to this but it's an additional cost to the organisation in challenging times.	As far as we know, there isn't at the moment. However, they do quite often open up some funding for NFPs and charities and offer reduced rates
National Data Opt-Out	
I saw the NHS opt-out. What type of evidence is needed for social care?	<p>National Data Opt Out is NOT currently mandatory. It comes into force on 31 July 2022. It only applies to confidential patient information where processing relies upon Regulation 5 of the Health Service (Control of Patient Information Regulations 2002. If the information has been anonymised in line with the Information Commissioner's Office's Anonymisation Code of Practice, the national data opt-out does not apply. You can share anonymised data, and people do not have the power to opt out of this.</p> <p>The guidance contains template clauses social care organisations can insert into privacy policies and notices. Guidance here https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/national-data-opt-out/</p>
Can I just contact on Opt Out even if not using for research, etc?	Yes - contact us directly on hello@digitalsocialcare.co.uk

Using the DSPT as evidence (eg CQC)	
Would an unannounced visitor not accept a "published" DSPT page if I showed it to them on the desktop, instead of a pdf? Can't we just show the inspector or LA the DSPT site and log in? Why keep a hard copy?	Yes - you are very welcome to prove that you have published in any way that you like. Some people prefer to keep a hard copy or PDF but it's very much up to you.
Webinar recordings	
Where can we find the recordings of yesterday and today on your website? Which tab exactly?	All webinar recordings, slides and Q&A from our DSPT webinars are here: https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/better-security-better-care/presentations-and-webinar-recordings/ This includes links to all the resources mentioned during the webinars.
Where can I access the animated film about the DSPT?	You can access it on our website here: https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/data-security-and-protection-toolkit/ Or you can download it direct from Vimeo at these links: High resolution version https://vimeo.com/664244717 Lower resolution version https://vimeo.com/662613362 Please feel free to use this widely.
June deadline	
Does it have to be done by end of June?	The deadline is 30th June for 2021/22 and it's an annual process. If you are publishing for the first time, you can complete to Approaching Standards and then provide an action plan for the rest of the year. If you're republishing, you just need to review your previous answers, update, reconfirm and republish. Get help from your local support organisation or contact us at hello@digitalsocialcare.co.uk

<p>What happens if you do not publish by 30 June deadline?</p>	<p>It depends - completing the DSPT is a contractual agreement for NHS contracts and for some LAs - so it's worth checking if you have any contract need to complete. In addition, completing the DSPT is a prerequisite for access to NHS systems and data so this might impact your ability to take part in local pilots of things like GP connect or proxy access if these happen in your area. And you need it to you are registering for NHSmail.</p> <p>If your DSPT is not up to date you cannot use it as evidence of current data protection and cyber security arrangements.</p> <p>If you've published before, it should be easy to review and republish. If you've never published before, don't worry. There is a lot of support get you through.</p> <p>Get help from your local support organisation or contact us at hello@digitalsocialcare.co.uk</p>
<p>If you publish and an action plan is required, does this also need to be finalised by 30th June?</p>	<p>Yes it does. The deadline is the same.</p>

Find out more about the [Better Security, Better Care support programme](#)

[Access guidance and information on the DSPT](#)

Contact details

Direct support with completing your DSPT. [Contact your Local Support Partner](#).

Technical issues with finding your ODS code or technical problems with the DSPT: 0300-303-4034 Email Exeter.helpdesk@nhs.net

Large, multi-site providers: contact Digital Social Care Helpline help@digitalsocialcare.co.uk 0808 196 4848 (Mon-Fri 9-5)

Other issues contact hello@digitalsocialcare.co.uk

www.digitalsocialcare.co.uk/bettersecuritybettercare