

# Using the DSPT for the first time: Webinar Q&A

8 June 2022



This Q&A is based on discussions during our webinar on Using the DSPT for the first time held on 8 June 2022

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## Who should complete the DSPT?

Is the tool available for use for parties outside of England? Does it apply to Scotland or Wales?

The DSPT is for care services based in England only.  
Wales has the Welsh Information Governance Toolkit  
Scotland has the Scottish Information Sharing (IS) Toolkit  
Northern Ireland has the General Data Protection Toolkit for charities. The Northern Ireland Department of Health also points to other resources to support improvement for Good Management of records.  
We do know that some care organisations in the Isle of Man are using the Tool.  
All of our template resources are available for care providers wherever they are in the UK, but you may need to check them as they often refer to the CQC so you would need to amend references to other regulators. The links for all of these are here: <https://www.digitalsocialcare.co.uk/faqs/does-the-dspt-cover-all-of-great-britain-or-the-uk/>

<p>My organisation does not access patient data or NHS systems. We provide training and coaching for Doctors. Do we need to complete the tool?</p>	<p>You are unlikely to need to complete the Toolkit unless you are explicitly asked to via contract. You can find more information here: There is more information which covers which organisations need to complete the DSPT here: <a href="https://www.dsptoolkit.nhs.uk/Help/about">https://www.dsptoolkit.nhs.uk/Help/about</a></p> <p>This webinar is specifically for social care organisations so we can't know for sure.</p>
<p>I received email to say that we are due to complete the yearly tool. Are you able to know or tell if that is correct?</p>	<p>If you have received an email then you have registered previously on the Toolkit. You can log in here: <a href="https://www.dsptoolkit.nhs.uk/Account/Login">https://www.dsptoolkit.nhs.uk/Account/Login</a></p> <p>If you cannot remember your log in details, you can contact the DSPT team directly and they can help:</p> <p>Contact Telephone: 0300 303 4034  Email: <a href="mailto:exeter.helpdesk@nhs.net">exeter.helpdesk@nhs.net</a>  Please provide your ODS code or address when raising queries via email.</p>
<p><b>Registration and administrators</b></p>	
<p>How would you know if you have registered?</p>	<p>You can search for your organisation here: <a href="https://www.dsptoolkit.nhs.uk/OrganisationSearch">https://www.dsptoolkit.nhs.uk/OrganisationSearch</a></p> <p>If you haven't registered your organisation will not show up in the search</p>
<p>I am registered in the previous manager's name. How do I change the name to reflect my name?</p>	<p>If you contact the DSPT team directly they will be able to add you as an administrator and remove the previous manager</p>

	<p>Contact Telephone: 0300 303 4034</p> <p>Email: <a href="mailto:exeter.helpdesk@nhs.net">exeter.helpdesk@nhs.net</a></p> <p>Please provide your ODS code or address when raising queries via email.</p>
I need to find out who our administrators are. Can I find that via the search function for our organisation?	<p>Administrator names aren't publicly searchable. The DSPT team can help you with finding the correct names and making sure you are set up an administrator.</p> <p>Contact Telephone: 0300 303 4034</p> <p>Email: <a href="mailto:exeter.helpdesk@nhs.net">exeter.helpdesk@nhs.net</a></p> <p>Please provide your ODS code or address when raising queries via email.</p>
We want to have a position where I am the only administrator. Can the helpline delete the previous administrators? Basically we want to start again.	<p>Yes - we can't do this at the Digital Social Care helpline but the NHS Digital Helpdesk will be able to support you with this if you give them a call or send them an email.</p> <p>Contact Telephone: 0300 303 4034</p> <p>Email: <a href="mailto:exeter.helpdesk@nhs.net">exeter.helpdesk@nhs.net</a></p> <p>Please provide your ODS code or address when raising queries via email.</p>
I am trying to change our organisation name but this message comes up: Please specify a different organisation name as another organisation with this name already exists.	<p>Yes, you can contact the Exeter Helpdesk for name changes. Contact Telephone: 0300 303 4034</p> <p>Email: <a href="mailto:exeter.helpdesk@nhs.net">exeter.helpdesk@nhs.net</a></p> <p>Please provide your ODS code or address when raising queries via email.</p>
<b>Multi or single site issues</b>	
If we were to convert a multisite into a head office so we only need to submit one DSPT, would we lose our shared mailboxes in each location?	<p>No, you wouldn't lose your shared mailboxes. When you complete a Head Office toolkit, there is a checklist for all of your locations which you select to say the submission covers your services.</p>

If you are previously registered as a one site and now you have say multiple supported living accommodation what change do you have to implement?

If you have the same policies and procedures in both services, you can extend your submission to cover both sites by contacting the DSPT team directly. This would be the same as with multisite organisations: <https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/data-security-and-protection-toolkit/multisite-social-care-organisations/completing-multiple-headquarters-assessments/>

We are a multi-site social care provider. Some of our locations have registered individually. We now want to complete the DSPT once nationally for all our locations. How can we deregister individual locations and then re-register?

You can register under your HQ code and then complete a multisite publication which covers all of your sites. Once you have completed this, you can contact [exeter.helpdesk@nhs.net](mailto:exeter.helpdesk@nhs.net) and they can make sure all of your sites are covered by a single submission and remove individual registrations. Our guidance on this is here: <https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/data-security-and-protection-toolkit/multisite-social-care-organisations/completing-multiple-headquarters-assessments/>

If you want some help with this or to talk it through please contact our national team directly on [hello@digitalsocialcare.co.uk](mailto:hello@digitalsocialcare.co.uk) and we can help

<p>I work at a nursing home which is part of an organisation that also has 2 residential homes, we have previously completed the DSPT but I now have the responsibility of completing it for all 3 homes so it is new to me. I have already looked at and started reviewing the DSPT for all 3 homes and I know I have the option to answer questions for all 3 homes at once, but I am not certain if we are actually considered 3 separate single site homes or if we are a multi-site organisation. Each home is registered separately with CQC and for the DSPT.</p>	<p>If all 3 sites use the same policies, procedures and processes then you can complete one DSPT as a head office to cover all 3 services.</p> <p>If you don't use the same policies and procedures it would be more appropriate to complete these separately</p>
<p>From some of the questions in the toolkit I think there is a bit of a mixture of things I can answer together for all three services, and others that need to be done separately.</p>	<p>That sounds like you may need to do separate DSPTs if different services follow different policies, procedures and practices. Contact <a href="mailto:help@digitalsocialcare.co.uk">help@digitalsocialcare.co.uk</a> or your local support organisation to discuss in more detail.</p>
<p><b>Completing the DSPT</b></p>	
<p>We are looking at quotes and implementation of a mandatory unit - can we publish before this is completed if it's included in the Action Plan?</p>	<p>If this is mandatory for Approaching Standards - you won't be able to publish your DSPT without asserting that you have completed that requirement. I would recommend holding off until you have actually finished the work. If you would like to discuss in more detail, please contact <a href="mailto:hello@digitalsocialcare.co.uk">hello@digitalsocialcare.co.uk</a></p>

<p>We are not registered with the ICO as we are an NFP and the ICO have advised we are exempt. Will this impact the level we can achieve?</p>	<p>If you are exempt you can still complete the Toolkit. You can just make a comment against this evidence item that you are exempt</p>
<p>How long does it take to complete the DSPT roughly? Just so I can diary time in to complete, We have completed before so I am aware all questions have been answered previously but this is the first time that I will have completed.</p>	<p>It can really depend on the organisation. If all staff have been trained and policies audited over the last year then it can take just a couple of hours to complete the questions.</p> <p>However, if you need to implement new policies and get staff trained then it can take quite a bit longer. Sorry that we can't provide a definitive time but it very much changes from organisation to organisation.</p>
<p>Apart from training do you think cyber security insurance is necessary?</p>	<p>It isn't required, but you may find it very beneficial. Successful cyber attacks can have a huge impact on your business - including a financial impact.</p>
<p>We have completed a similar toolkit for our InHealthCare system and published it. Do we have to register with DSTP and do the same process?</p>	<p>If you use the same DSPT for your other service you could look to extend this to cover the rest of your locations. I would recommend looking at our multisite guidance on this: <a href="https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/data-security-and-protection-toolkit/multisite-social-care-organisations/completing-multiple-headquarters-assessments/">https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/data-security-and-protection-toolkit/multisite-social-care-organisations/completing-multiple-headquarters-assessments/</a></p>
<p>Do you click assertion confirmed on sections you haven't completed - non mandatory?</p>	<p>Yes - you will need to do this if you are in the standard view in order to publish</p>
<p>I can't find a progress link on the view on my DSPT.</p>	<p>You will only be able to see the progress link after you have published for the first time</p>

<p>If you keep the DSPT updated throughout the year do you republish each time you change something?</p>	<p>You can choose to do that - great thing is it keeps it up to date</p>
<p>I want help with information asset form.</p>	<p>Contact your local support organisation. You can find yours here: <a href="https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/better-security-better-care/local-support-partners/">https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/better-security-better-care/local-support-partners/</a></p>
<p><b>30 June deadline</b></p>	
<p>The deadline to complete is 30th June. What happens if providers miss the deadline. Are there any enforcement or financial penalties?</p>	<p>Only if you have a contract in place which requires you to have completed by this deadline. Alternatively, if any of your services are taking part in shared care records pilots you might not be allowed to continue until you complete but that is a local decision. There isn't a financial penalty or enforcement for the DSPT. Completing the DSPT annually is best practice.</p>
<p>Can we just submit work that we have completed, and then continue to add information after 30 June 2022 deadline?</p>	<p>You can continue to complete after the deadline. Also, it's intended to be a self-assessment which is completed annually so we would recommend making updates as you go along as best practice.</p>
<p>What happens if we don't complete by the 30th June?</p>	<p>The DSPT is a self-assessment so unless you have a contractual requirement (e.g. it is a requirement within NHS standard contracts or in some LA contracts) there isn't an immediate consequence to not completing by then. However, it does mean that you cannot use your DSPT as evidence of current policies, procedures and practices. You need to have the DSPT in order to access NHSmail for the first time, and to access shared NHS record systems.</p>

<h2>Roles and responsibilities</h2>	
<p>Who can qualify to take the responsibility of DSPT officer?</p>	<p>There is specific guidance here: <a href="https://www.digitalsocialcare.co.uk/resource/data-security-and-protection-responsibilities/">https://www.digitalsocialcare.co.uk/resource/data-security-and-protection-responsibilities/</a></p>
<h2>Support on the DSPT</h2>	
<p>What is a local support partner? How do I find them?</p>	<p>A local support partner offers free help in your local area. You can find yours here: <a href="https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/better-security-better-care/local-support-partners/">https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/better-security-better-care/local-support-partners/</a></p>
<p>We are based in Guildford, Surrey, do we also contact the Exeter help desk for support or is there another contact for support for us please. Many thanks.</p>	<p>Your Local Support Organisation will help you with completing the Data Security and Protection Toolkit and you should contact them for all support with completing questions in the Toolkit. The so-called Exeter helpdesk is the formal helpdesk for technical issues with the toolkit such as name changes or accessing your account. It is just called the Exeter helpdesk because it is based there. you can contact the Exeter Helpdesk for support with name changes.  Contact Telephone: 0300 303 4034  Email: <a href="mailto:exeter.helpdesk@nhs.net">exeter.helpdesk@nhs.net</a>  Please provide your ODS code or address when raising queries via email.</p>
<p>Please can you post the link to guidance and templates</p>	<p>Lots of useful guides and templates here. They are routinely quality assured.  <a href="https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/data-security-and-protection-toolkit/template-policies/">https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/data-security-and-protection-toolkit/template-policies/</a></p>



Who are our partners for St Helen's?	Liverpool Social care Partnership (LSCP) CIC Website <a href="http://www.lscpinfo.co.uk/DSPT">www.lscpinfo.co.uk/DSPT</a> Email <a href="mailto:DSPT@lscpinfo.co.uk">DSPT@lscpinfo.co.uk</a> Tel 0151-270-1703
Do we pay for membership?	All of the support from Digital Social Care and Better Security, Better Care is free and you don't need to register
What is the number for the Exeter helpdesk?	Contact Telephone: 0300 303 4034 Email: <a href="mailto:exeter.helpdesk@nhs.net">exeter.helpdesk@nhs.net</a> Please provide your ODS code or address when raising queries via email.
<b>Contacts</b>	
Direct support with completing your DSPT	Your Local Support Partner. Find them here <a href="https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/better-security-better-care/local-support-partners/">https://www.digitalsocialcare.co.uk/data-security-protecting-my-information/better-security-better-care/local-support-partners/</a>
Technical issues with finding your ODS code or technical problems with the DSPT itself	DSPT Exeter Helpdesk <a href="mailto:exeter.helpdesk@nhs.net">exeter.helpdesk@nhs.net</a> 0300-303-4034 Please provide your ODS code or address when raising queries via email.
Large, multi-site providers: help with registering and publishing for multiple services	Digital Social Care Helpline <a href="mailto:help@digitalsocialcare.co.uk">help@digitalsocialcare.co.uk</a> 0808 196 4848 (Mon-Fri 9-5)
Other queries	Digital Social Care Helpline <a href="mailto:hello@digitalsocialcare.co.uk">hello@digitalsocialcare.co.uk</a> 0808 196 4848 (Mon-Fri 9-5)

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

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

[www.digitalsocialcare.co.uk/bettersecuritybettercare](http://www.digitalsocialcare.co.uk/bettersecuritybettercare)