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# **Lifeline Community Ambulance C.I.C.**

**Governance & Records Management Policy**

# **Introduction**

Lifeline Community Ambulance C.I.C. records are its corporate memory, providing evidence of actions and decisions and representing a vital asset to support daily functions and operations. Records support policy formation and managerial decision-making, protect the interests of “Lifeline” and the rights of patients, staff and members of the public. They support consistency, continuity, efficiency and productivity and help deliver services in consistent and equitable ways. The importance of sound records management is outlined in the Records Management Code of Practice for Health and Social Care. This document is a guide to the required standards of practice in the management of records for those who work within or under contract to NHS and other organisations in England. It is based on current legal requirements and professional best practice and has been endorsed by the Information Governance Group as best practice and will be utilised in the development of this records management policy and procedures.

Lifeline Community Ambulance C.I.C. has adopted this Records Management Policy and Procedures document as it has determined that the organisational benefits of doing so include:

• better use of physical and server space.

• better use of staff time.

• improved control of valuable information resources.

• compliance with legislation and standards; and

• reduced costs.

• Improved use of environmental resources

• Improved governance arrangements around organisational records

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| Document Reference | Records Management Code of Practice for Health and Social Care |
| Recommended at Date | Lifeline Community Ambulance C.I.C. Information Governance Group 24 January 2022 |
| Approved at Date | Compliance and Risk Group 24th January 2022 |
| Valid Until Date | February 2024 |
| Equality Analysis | Completed |
| All managers and staff via email and intranet. | To be published on the Lifeline Community Ambulance C.I.C. web site |

Lifeline Community Ambulance C.I.C. has made every effort to ensure this policy does not have the effect of unlawful discrimination on the grounds of the protected characteristics of: age, disability, gender reassignment, race, religion/belief, gender, sexual orientation, marriage/civil partnership, pregnancy/maternity. The service will not tolerate unfair discrimination based on spent criminal convictions, Trade Union membership or non-membership. In addition, the organisation will have due regard to advancing equality of opportunity between people from different groups and foster good relations between people from different groups. This policy applies to all individuals working at all levels and grades for the organisation, including senior managers, officers, directors, non-executive directors, employees (whether permanent, fixed term or temporary), consultants, governors, contractors, trainees, seconded staff, homeworkers, casual workers and agency staff, volunteers, interns, agents, sponsors, or any other person associated with the organisation. All policies can be provided in alternative formats.

# **Scope**

This policy relates to all records held in any format by the Trust.

# **Duties**

**Owner/Founder**

The Owner/Founder of Lifeline Community Ambulance C.I.C, as accountable officer, has overall responsibility for records management in Lifeline Community Ambulance C.I.C. Records management is key to service delivery and continuity as it will ensure appropriate and accurate information is available when required.

**Caldicott Guardian**

The Caldicott Guardian is responsible for reflecting patients’ interests regarding the use of patient identifiable information and ensuring patient identifiable information is shared in an appropriate and secure manner.

**Compliance and Risk-Working Group**

The Compliance and Risk Group shall receive reports and notes of meetings from Information Governance Group as often as requested or required.

**Information Governance Working Group**

The Information Governance Group (IGG) has responsibility for receiving any breaches of this policy in respect of the inappropriate release or loss of information and for monitoring any action plans implemented as a result.

**Head of Governance**

The Head of Governance is responsible for ensuring that appropriate systems are in place for the effective and secure administration, storage, archiving, retention, and destruction of all records. This team will consist of the owner and the administrator of Lifeline Community Ambulance C.I.C.

**Data Protection Officer**

The Data Protection Officer is responsible for informing and advising about lifeline and its obligations to comply with the UK GDPR and other data protection laws, as well as monitoring compliance with these.

**Management of Records on Site**

All staff must manage any records they create or receive as part of their role at Lifeline Community Ambulance C.I.C. Records must be easily retrievable and securely retained for as long as required in line with the Record Retention Schedule.

The following are some guidelines for effectively managing your records inhouse:

• Ensure that all files are clearly labelled and organised in a manner that aids retrieval

• Regular appraisal of records ensures that only those which are used regularly and need to be retained in-house are stored onsite. Other documents can either be archived or disposed of as per the retention schedules.

• Duplicates should not be retained

• Documents should be retained in electronic format where possible to reduce the need for physical storage space both on and off-site. Records should be reviewed regularly and any inactive records, unnecessary duplicates, and/or records that have reached the end of their retention period should be securely destroyed.

**Record Keeping**

All losses or unauthorised releases of information must be recorded on the Datix Risk Management System or other in-house reporting system in line with the Lifeline Community Ambulances’ risk management procedures.

**Further information**

If you require any further information, please contact our Clinical Lead at:

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Date of Policy: February 2022

Review Date: February 2024