

The Data Security and Protection Digital **Health Checks** are being carried out by Local Support Organisations (LSO) in support of the [Better Security, Better Care programme](#). West Midlands Care Association (WMCA) is the LSO for your area. This information sheet explains what the health check involves.

The aim of the health check is to review the effectiveness of your data protection and cyber security arrangements and to help you to understand if, and how, these could be improved.

What does the health check involve?

1) A **pre-assessment** of your main data and cyber policies.

We will ask you to provide us with a copy of your **privacy notice** in advance, as well as any relevant **policies** such as data protection; data quality; record keeping; cyber or network security; data breaches; password; and bring your own device policies.

2) A **site visit** to your service by our team.

We will conduct a short onsite visit with you that normally lasts no more than 3 hours. During the visit we'll talk to managers who look after data protection and cyber security as well as staff working within the service across various roles (if available).

We won't make any changes during the visit — just observations and suggestions. We will explore four areas:

- I. How staff are made aware of their data protection responsibilities, and if/when they complete data and cyber security training.
- II. The 'information flow' through your service. That is, at a high level, what personal or confidential data you hold, where it came from and who you share it with, and what systems you use to record that data.
- III. What cyber security arrangements are in place e.g. password protection, firewall or anti-virus software.
- IV. What business continuity arrangements are in place e.g. for backing up data or using alternative systems if you lost internet access.

3) A **non-invasive systems check**

During the visit, with your permission, we'll look at how your digital systems are currently set up to protect against cyber risks. We will carry out a **technical check**, using Microsoft PowerShell, on up to three computers that use the Windows operating system. More information can be found in the [Better Security, Better Care technical check information sheet](#). The technical check does not change any of your system settings or access any data.

4) **Health Check Report**

After the visit we will provide you with a **confidential report** detailing our observations. It will include a written summary with key findings and practical, tailored recommendations to help strengthen your data protection and cyber security arrangements. However, implementing recommendations remains an organisational decision for the participating care provider.

Next Steps

Once you have booked your health check you will receive:

1. Booking confirmation email including a disclaimer for your signature
2. Privacy notice for your reference
3. A request by email that includes a link for you to upload relevant policies
4. Technical check information sheet

After the visit you will receive a copy of your final report. This report represents a snapshot of your data protection and security procedures as of the date of the report. The report will be split into segments with each being scored using a traffic light system:

GREEN	Good practice and no significant issues identified
AMBER	Policies are in place but are not being adhered to or need amending
RED	No policy or procedures appear to be in place or serious issues have been identified
N/A	Some questions may not relate to your type of service