

HEALTHWATCH ENGLAND

Information Asset Register

2024-2025

INTRODUCTION

The Information Asset Register (IAR) is a list of information held by HWE and includes details about the format, sensitivity, retention, storage location etc. of the assets. To comply with the General Data Protection Regulations, the IAR now includes additional information regarding the conditions for processing personal information which is a requirement of the new regulation.

The IAR helps us to be consistent in the way we handle and manage the information we hold. It also supports the way we respond to Data Access and Freedom of Information requests by helping us identify if we still hold the information requested and whether it can be shared.

It should be noted that the IAR focuses on managing content and not the format in which the information is held, for example, how long we keep an email will be dictated by its content rather than the fact it is an email.

The IAR will be reviewed annually, and any suggested changes must be discussed with the Information Asset Manager or their representative and approved by the appropriate Information Asset Owner (Louise Ansari).

Healthwatch England Information Asset Register 2024-2025

IAR Series	Asset Number	Asset Title	Asset Description	Retention	Notes	Personal Data	Legal basis for processing Personal Data (PD)	Special Category Personal Data (SCPD)	Legal basis for processing SCPD	In public domain
018. Healthwatch	18.1	Committee and Sub Committee (AFRSC) Meetings & Workshops, including ARCHIVE sub-Committee: Finance and general Purpose and People and Values)	Briefings Agendas Papers Presentations Minutes	Retain		No	Not applicable	No	Not applicable	Yes
018. Healthwatch	18.2	Committee Recruitment information	Restricted Access: Instruction to recruit Recruitment Ad CVs Supporting statements Shortlisted applications Terms of appointment Letter of appointment	2 years after recruitment has been finalised		Yes	Legal Obligation	Yes	Employment Rights	No
018. Healthwatch	18.3	Committee Member Biographies	Biographical information on Committee Members	Retain		Yes	Consent	No	Not applicable	Yes

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018. Healthwatch	18.4	Committee Expenses	Restricted Access: Financial claims summary and guidance	Retain		Yes	Legal Obligation	No	Not applicable	No
018. Healthwatch	18.5	Committee Appraisals	Restricted Access: Appraisal information	Retain for 1 year after Committee Member has left		Yes	Consent	No	Not applicable	No
018. Healthwatch	18.6	Committee Members contact details	Restricted Access: Personal contact details	Retain		Yes	Legal obligation	No	Not applicable	No
018. Healthwatch	18.7	Brand	Licensing, correspondence, legal advice	Retain for 3 years		No	Not applicable	No	Not applicable	No

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018. Healthwatch	18.8	Strategy 2014, 2015, 2018, 2021 and 2023	2014-Working papers, away day notes, meeting notes 2015- Consultation docs, workshop material 2018 - 2023 2021 - 2026 review 2023-2026 - Our Future Focus	Retain 5 years		Yes	Strategy 2015 Strategy 2017	No	Not applicable	No
018. Healthwatch	18.9	Publications	Suffering in Silence, Local Healthwatch Investigates Primary Care, Special Inquiry into unsafe discharge and other publications	Retain		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.10	Local Healthwatch Engagement	Local Healthwatch contact lists (public), support log, monitoring form template, resource packs, guidance documents	Retain		Yes	Public task	No	Not applicable	No

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018. Healthwatch	18.11	Annual report	Final report, requests for information	Retain		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.12	Videos	Healthwatch England Videos transcripts	Retain while relevant		Yes	Contract	No	Not applicable	No
018. Healthwatch	18.13	External contact lists	Mail Chimp	Retain while mailing subscribers agree to continue getting mailings		No	Public task	Yes	Archives	No
018. Healthwatch	18.14	Healthwatch England Website	Website content	Retain until superseded		Yes	Digital Systems Healthwatch England Website	No	Not applicable	No

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018. Healthwatch	18.15	Presentations	PowerPoint presentations for conferences (pre 2012 and after 2012)	Retain until superseded		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.16	Contact lists	Internal team members, Peers, complaints advocacy, chair, and chief executives, Local Healthwatch commissioners	Retain until superseded		Yes	Public task	No	Not applicable	No
018. Healthwatch	18.17	Passwords	Spreadsheet of Comms passwords (password protected)	Retain until superseded		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.18	Yammer/ Hub	Users master list, guidance docs, terms of use, Hub licences, emails	Retain until superseded	Superseded by Facebook Workplace	Yes	Contract	No	Not applicable	No

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018. Healthwatch	18.19	Newsletters	Weekly Newsletter to Local Healthwatch, forward plan, unsubscribe list (includes personal email addresses), mail chimp template	1 year		Yes	Public task	No	Not applicable	No
018. Healthwatch	18.20	Website stats	Data on website usage, Yammer usage, Key commas KPIs	Retain for 3 years		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.21	Webinar	Notes, presentation papers, emails, lists of attendees	Retain for 3 years		Yes	Communication Digital Systems	No	Not applicable	No
018. Healthwatch	18.22	Events admin	Room booking, bursary applications, details of award nominees, invitations, photos, staff roles and responsibilities	Retain until superseded		No	Archive Communications Events	Yes	Employment rights of the CQC or an employee	No
018. Healthwatch	18.23	Chairs network ARCHIVE	briefing papers, minutes	2 years		No	Not applicable	No	Not applicable	No

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018. Healthwatch	18.24	Chief Executives network ARCHIVE	briefing papers, minutes	2 years		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.25	Comms centre	Membership contact list, website terms and conditions, guidelines	Retain until superseded		Yes	Contract	No	Not applicable	No
018. Healthwatch	18.26	Comms centre	Template and Guidance for Local Healthwatch on brand	Retain until superseded		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.27	Communications group	Membership contact list, Agenda, Meeting notes, room booking invoices	2 years		Yes	Communication Digital Systems	No	Not applicable	No
018. Healthwatch	18.28	Surveys	Results of commas surveys	3 years		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.29	Suppliers	Project plans, correspondence, invoices	Retain for 3 years		No	Not applicable	No	Not applicable	No

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018. Healthwatch	18.30	Guidance and information for Local Healthwatch	The Hub	Retain until superseded		Yes	Contract	No	Not applicable	No
018. Healthwatch	18.31	Information and advice between Healthwatch England and Local Healthwatch and between Local Healthwatch and other Local Healthwatch	Yammer	Retain until superseded	Superseded by Facebook Workplace	No	Digital Systems Hub and Yammer	No	Not applicable	No
018. Healthwatch	18.32	CRM Info Sharing Agreement	Info Sharing Agreement between Healthwatch England and Local Healthwatch	Retain		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.33	Local Healthwatch activity details	Details of contacts received by local Healthwatch (contains enquiry data)	Retain until superseded		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.34	Providers contact lists from CQC	Data on provider contact details	Retain		No	Not applicable	No	Not applicable	No

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018. Healthwatch	18.35	CRM pilot	feedback emails, specific infobank info	2 years after completion of project		Yes	Public task	No	Not applicable	No
018. Healthwatch	18.37	Information governance	Data protection guidance, IG concerns and objectives	Retain		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.38	Infobank information	Old database of queries received by Local Healthwatch, transferred to CRM	Retain		No	Digital CRM Development Archive	No	Not applicable	No
018. Healthwatch	18.39	CRM Project management documents	Project plan, security plan, risk register, structured problem-solving guidance	Retain		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.40	Stocktaking documents	Project history 2014, correspondence with supplier, work for SMT DESTRUCTION	2 years after completion of project		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.41	Training	CRM guidance documents	Retain until superseded		No	Not applicable	No	Not applicable	No

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018. Healthwatch	18.42	Project Planning/Admin	Project work for 2015	2 years after completion of project		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.43	Budgets and procurement decisions	Budget worksheets for CRM project and decisions relating to future procurement of CRM	7 years		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.44	Reports	Project Reports for Committee/team/SMT	Retain		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.45	Healthwatch England CRM Development Documents	Details of specification, plans, and decisions about delivery of development work for CRM	Retain for the Life of the CRM		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.46	CRM Supplier Development Documents	Details of specification, plans, and decisions about delivery of development work for CRM	Retain for the Life of the CRM		No	Contract	No	Not applicable	No

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018. Healthwatch	18.47	Development officer notes from 1:1s	Meeting notes, confidential scoring of Local Healthwatch saved by Development officer for each region, some notes will be on P drive prior to transfer	2 years		No	Healthwatch Networks	No	Not applicable	No
018. Healthwatch	18.48	Guidance documents for Local Healthwatch	Log of focus groups, engagement events, interviews etc. undertaken with each Local Healthwatch	2 years		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.49	Local Healthwatch Tailored support	Adhoc support provided to Local Healthwatch	5 years		Yes	Public task	No	Not applicable	No
018. Healthwatch	18.50	Internal updates on Local Healthwatch status	Internal bulletin on issues going on in network	Retain		No	Public task	No	Not applicable	No
018. Healthwatch	18.51	Local Healthwatch online Learning	Webinars run with Local Healthwatch	Retain		No	Not applicable	No	Not applicable	No

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018. Healthwatch	18.52	Guidance documents for Local Healthwatch	Guidance for Local Healthwatch	Retain until superseded		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.53	Local Healthwatch Event information	Conference planning, engagement events	2 years		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.54	Quality Surveillance Group	Notes of QSG	Retain		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.55	Enter and View	Guidance, reports (in public domain)	Retain until superseded		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.56	Service Change	Local Healthwatch responses to call for evidence, draft reports	Retain		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.57	Event Brite	Local Healthwatch Conference planning, training, and engagement events	Retain for 18 months		No	Not applicable	No	Not applicable	No

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018. Healthwatch	18.58	Relevant Legislation		Refer to the government's website		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.59	Governance Documents		2 years		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.6	Room Bookings- non committee	Venues etc	Retain 7 years		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.61	Travel bookings	Details hotel and rail bookings	Retain 7 years		Yes	Contract	No	Not applicable	No
018. Healthwatch	18.62	Programme Management Framework	Programme containing all the projects and BAU for Healthwatch England	Retain		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.63	Staff attendance	Flexitime sheets, leave applications, annual leave, toil, probation, sickness absence, WFH, staff home contact numbers	2 years after action completed	Some of this information is also held at CQC HR Services	Yes	Contract	Yes	Employment rights of the CQC or an employee	No

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018. Healthwatch	18.64	<u>Staff information (including Bios)</u>	Biography of staff	Retain		Yes	Operations Staff Information	No	Not applicable	Yes
018. Healthwatch	18.65	Primary Care analysis	Analysis of public data and Local Healthwatch work on PC	2 years from close of consultation		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.66	Monitoring and Evaluation	Local Healthwatch support needs mapped against Healthwatch England capacity and capability.	Retain until superseded		Yes	Public task	No	Not applicable	No
018. Healthwatch	18.67	Deliberative research - (Manchester Devolution)	Summary documents, photos of flip charts, project plan, correspondence	Retain		Yes	Policy Issues Social Care Green Paper 2018	No	Not applicable	No
018. Healthwatch	18.68	Focus groups	Local Healthwatch admin emails, Anonymised transcripts, draft blogs, draft reports, guidance, Consent forms (cupboard)	Retain		No	Kept in locked cupboard	No	Not applicable	No

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018. Healthwatch	18.69	CRM analysis	Raw and analysed data submitted by Local Healthwatch on CRM	Retain		Yes	Public Task	Yes	Management of health and social care	No
018. Healthwatch	18.70	Consumer index	Analysis of public surveys, draft reports, advisory group correspondence, meeting notes, framework, project plan, presentation plans	Retain		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.71	Care. Data	Correspondence, workplans, consultation responses, meeting notes, internal policy position	2 years from close of consultation		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.72	Provider ratings project	Correspondence	2 years from close of consultation		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.73	National intelligence programme	Consultation responses to patient online, meeting notes, correspondence. Consumer experience report	2 years from close of consultation		No	Not applicable	No	Not applicable	No

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018. Healthwatch	18.74	Local intelligence programme	CRM data analysis (not yet password protected), Committee papers, analysis of public data, Thematic spreadsheet, Local Healthwatch funding	Retain		No	Public task	No	Not applicable	No
018. Healthwatch	18.75	Local Healthwatch Quality Assurance Survey	Quality Statements	Retain until superseded		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.76	Special Inquiry into Unsafe Discharge	Advisory group agenda and minutes, Evidence index, External evidence submissions, Local Healthwatch evidence submissions, report Metrix, hosted conversation report, hosted conversation photos, master raw data file (password protected), mailing lists (business) ALL evidence transcripts in evidence	Retain		Yes	Public task	No	Not applicable	No

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			folders anonymised							
018. Healthwatch	18.77	Polling data	Polling results, correspondence, draft surveys, FOI request template	Retain until superseded		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.78	Analysis of data Return	Data analysis of Responses to survey- includes name and email address and some financial information	Retain		No	Public task	No	Not applicable	No

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018. Healthwatch	18.79	Local Healthwatch funding analysis	Funding info in public domain, includes funding per head analysis derived from public data	Retain		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.80	Pen portrait data	Analysis of Local Healthwatch performance, not share with Local Healthwatch	Retain		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.81	Intelligence weekly meetings information	Briefings, agendas, slides and papers, minutes	2 years		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.82	Intelligence model and engagement	Briefings, papers, minutes	Retain		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.83	Analysis of People's experiences of health and Social care issues	Analysis of data submitted by Local Healthwatch on CRM and through Local Healthwatch reports	Retain		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.84	Healthwatch Reports	Archive of Healthwatch publications from across network	Retain		No	Not applicable	No	Not applicable	Yes

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018. Healthwatch	18.85	Feedback responses	Feedback from the website and social media	Retain		No	Not applicable	No	Not applicable	Yes
018. Healthwatch	18.86	Case study information	Case studies received from public to support publications. Contacts and discussions stored on Outlook	Retain until publication		Yes	Public Task	No	Not applicable	No
018. Healthwatch	18.87	Scanned letters	Engagement with Healthwatch England by post, scanned in e.g. letters to the chair	Retain for 3 years		Yes	Public Task	Yes	Management of health and social care	No
018. Healthwatch	18.88	Strategic partner stakeholder correspondence	Briefing papers, email correspondence	Retain for 3 years		Yes	Public Task	No	Not applicable	No
018. Healthwatch	18.89	Policy briefing archive	Previous policy briefings	3 years		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.9	Consultations	Briefings, emails, responses	3 years		No	Not applicable	No	Not applicable	No

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018. Healthwatch	18.91	Escalation case files	Policy documents, emails (from Local Healthwatch and policy makers) and working papers, workshop outlines, Meeting notes, agendas	3 years		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.92	Stakeholder engagement archive	Agendas, minutes, papers, plan	2 years		Yes	Public Task	No	Not applicable	No
018. Healthwatch	18.93	Local Healthwatch policy network meetings	Agendas, minutes, papers, plan	2 years		Yes	Public Task	No	Not applicable	No
018. Healthwatch	18.94	Parliamentary Stakeholder management	Briefing papers, email	Retain until superseded		No	Not applicable	No	Not applicable	No
018. Healthwatch	18.95	Policy briefings on issues	Internal documents on Healthwatch England positions on specific policies	Retain		No	Not applicable	No	Not applicable	No

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018. Healthwatch	18.96	Webform data	Data from Healthwatch England Webform, raw and analysed data	Retain		Yes	Public task	Yes	Management of health and social care	no
018. Healthwatch	18.97	Research project data	Raw and analysed data from various research projects to influence policy	Retain		Yes	Public task	Yes	Management of health and social care	No
018. Healthwatch	18.98	Satisfaction and diversity survey data	Raw and analysed data from the satisfaction and diversity survey sent to Healthwatch and report of the results	Retain		Yes	Public task	Yes	Management of health and social care	No