

Leavers information management procedure

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Warwickshire County Council – leavers information management procedure

Contents

| | |
|--|---|
| Introduction | 3 |
| Procedure..... | 3 |
| Electronic files | 3 |
| Paper | 4 |
| Devices | 4 |
| Access | 4 |
| Email/calendar | 4 |
| Where can I get more information? | 4 |
| Appendix | 5 |
| Information Management checklist for leavers | 5 |

Review

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|------|-------------------------------|--------------|------------|
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Approvals

| | | |
|------|---------------------------------------|---------------|
| V1.0 | Corporate Information Manager | February 2015 |
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Warwickshire County Council – leavers information management procedure

Introduction

This procedure is to be used by line managers to ensure essential tasks on information management are covered with their staff as part of that staff member's leaving process. The procedures should be used as appropriate to the staff member's role.

This procedure is **mandatory** and must be followed by all line managers as part of the council's [Information Governance Framework](#) the standard for managing information in the council and is one of the linked procedures in the [Information Compliance policy](#) aimed at all staff.

Staff means:

- all individuals engaged in council business;
- all workers who are not staff e.g. those supplied via an agency or other company or partner or subsidiary organisation, contractors and those seconded to the council or otherwise engaged in council business;
- all volunteers and any individuals on work experience, including apprenticeships, at the council;
- all elected Members

Leavers means:

- those staff moving to a different and/or similar role within the organisation;
- those staff leaving the organisation completely including through natural wastage, redundancy or retirement;
- those staff being TUPE'd across to another organisation commissioned to run council services

Following the procedure will result in the following benefits:

- key information the council requires is secure and retained where appropriate
- colleagues, managers, and where appropriate elected Members and partner/third party organisations, have the ability to find information when it is needed
- the leavers process for staff and managers is more consistent and easier
- easier location of records and information should it be required for Freedom of Information (FOI), Data Protection (DP) or Environmental Information Regulations (EIR) requests, publishing of open data and as part of day-to-day business operations.

Procedure

The form in the Appendix can be used as a checklist to aid the process. It can be saved as a record that the manager/staff member has been through the process.

Electronic files

- Ensure that all electronic information the staff member is working on and has worked on in the past has all been saved to the appropriate business system or network file share. This includes all work relevant e-mails which are records of decisions or transactions. This applies to staff moving to another role in WCC as well as leaving WCC.
- Ensure that all business files on the staff member's personal network drive (Home directory) have been either deleted or saved to the team network file share, appropriate business system or to their line manager as appropriate.

Warwickshire County Council – leavers information management procedure

- Ensure that there are no files stored on the staff member's local drive (normally C: drive on a laptop or PC) either delete or save if necessary to the team network file share, appropriate business system or to their line manager as appropriate.
- Ensure that any business documents in Google Drive, where the staff member leaving (including moving to another role in WCC) is the owner, have had their ownership transferred to: a) an appropriate member of the team or (b) the staff member's line manager, or (c) a shared team Google account.
- Ensure that any documents in Google Drive that need to be kept as a record of a business decision are saved to the appropriate business system or network file share.
- Ensure all draft and/or duplicate documents have been deleted or disposed of before the staff member leaves.

Paper

- Ensure that the staff member has returned all paper files to the Records Management Service and any locally held are returned to team-based paper storage.
- Ensure all draft and/or duplicate documents have been deleted or disposed of before the staff member leaves.

Devices

- Ensure that the staff member has returned all portable electronic devices including USB (Memory) sticks, laptops etc. before they leave and that all information contained on such devices has been transferred to the network file share or appropriate business system.

Access

- Ensure that where the staff member is leaving WCC that all access to all corporate systems has been removed. NB. Where the staff member is just moving within WCC access will only need to be removed to the systems and areas of the former team's network fileshare they no longer need access to. They should still retain their e-mail account although depending on their new role they may or may not still require access to secure e-mail.

Email/calendar

- Ensure as manager you have access to all their email accounts (Google, Government Secure email, Egress) as appropriate.
- Ensure that where the staff member is leaving WCC that they put on their Out of Office until such time as their e-mail account is deleted in order to signpost customers and other WCC employees and partner organisations to another contact within the team or Service.

Where can I get more information?

For managers: the Information Management website - www.warwickshire.gov.uk/immanager

If you need any advice contact Information Management on 01926 418633.

Warwickshire County Council – leavers information management procedure

Appendix

Information management checklist for leavers

| No | Task | Comments/actions | Completed |
|----|---|------------------|-----------|
| 1 | Have all electronic files (including relevant, work-related emails and GCSX e-mails) that the employee has been working with been saved in the electronic shared team/service filing area? | | |
| 2 | If the team/service has no access or has not been set up with an electronic shared team filing area work must be transferred to an appropriate colleague, preferably the staff member's Line Manager | | |
| 3 | If the staff member has work saved on encrypted memory sticks and/or work encrypted laptop or personal computer (PC) hard drives, has this information been transferred to WCC systems? e.g. network drives, Agresso, Visual Files, Care First/Electronic Social Care Record, EDRM etc. | | |
| 4 | Have all Google Documents "owned," by the staff member had ownership reassigned to an appropriate colleague/manager or deleted as appropriate? | | |
| 5 | Has all information on the staff member's personal drive (Home Directory) been deleted or transferred to the network or appropriate business system if work-related before the staff member leaves? | | |
| 6 | Have all paper files on loan from the Records Management Service (RMS) to that employee been returned. | | |

Warwickshire County Council – leavers information management procedure

| No | Task | Comments/actions | Completed |
|----|---|------------------|-----------|
| 7 | Have all paper records being worked on by the staff member been reviewed and passed on to colleagues/managers or, where appropriate transferred for archiving to the Records Management Service (RMS)? | | |
| 8 | Have draft documents been deleted as appropriate? | | |
| 9 | Have duplicate records (paper and electronic) been disposed of/deleted? | | |
| 10 | Have records and information been deleted from your personal drive? | | |
| 11 | Have access rights/permissions to corporate business systems, including all externally hosted systems eg Agresso, Care First/Electronic Social Care Record, HRMS, IM Connect, Manage My Requests and EDRM been changed in accordance with an employee's change of role or been taken away if the employee has left the organisation | | |
| 12 | Have you set up a standard Out-of-Office reply for your e-mail account, identifying an alternative contact to deal with any enquiries that may come to your e-mail once you have left? | | |