DSPT
Better Security.
Better Care.

Digital
Care Hub

Completing the DSPT for the first time 2025/26

Funded by

Department of Health & Social Care

8/6/26

The technical issues

- This is for **care providers who have never published DSPT** in the past
- Attendees are on mute and can't be seen
- Please use the **Q&A** function to ask questions.
- On a phone, tap the screen to see the controls – choose More and then **Q&A**
- Questions that we can't answer: we will come back to you. Add your email to Q&A
- This webinar will last no longer than one hour
- You will get access to the recording and the presentation (inc links)

Today – our agenda

- Welcome and introductions
- Registering
- Completing
- Publishing
- Support from the Better Security, Better Care Programme

- Please use Q&A (not Chat) for your questions

Poll

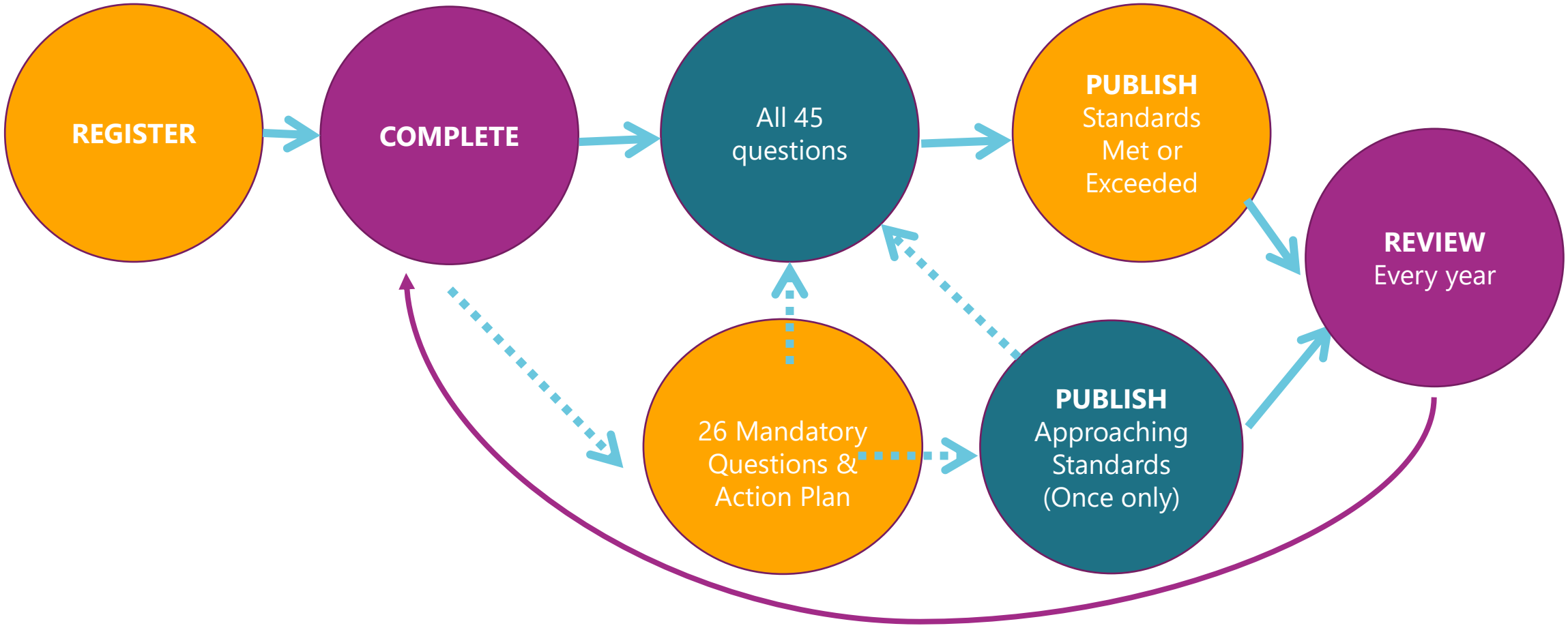
Care providers:

- Has your service registered on the DSPT?
- If registered, have you started to complete the DSPT?
- Are you a single or multi site organisation?

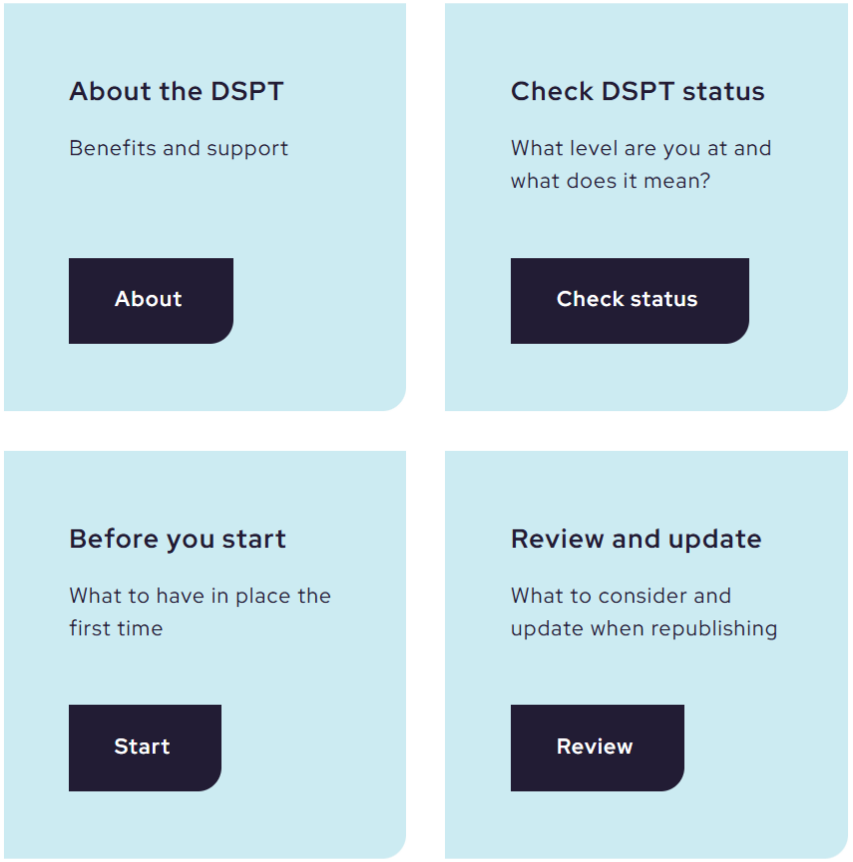
View a short video about the DSPT on YouTube

(In order to reduce the size of this file, we have removed the embedded video)

Your ‘Toolkit Journey’ – start now!



Detailed guidance and support



- Free and official
- Online guidance, step by step films
- Webinars
- FAQs
- Template policies
- Helpline
- Tailored support from 32 Local Support partners across England

digitalcarehub.co.uk/dspt

CQC and DSPT

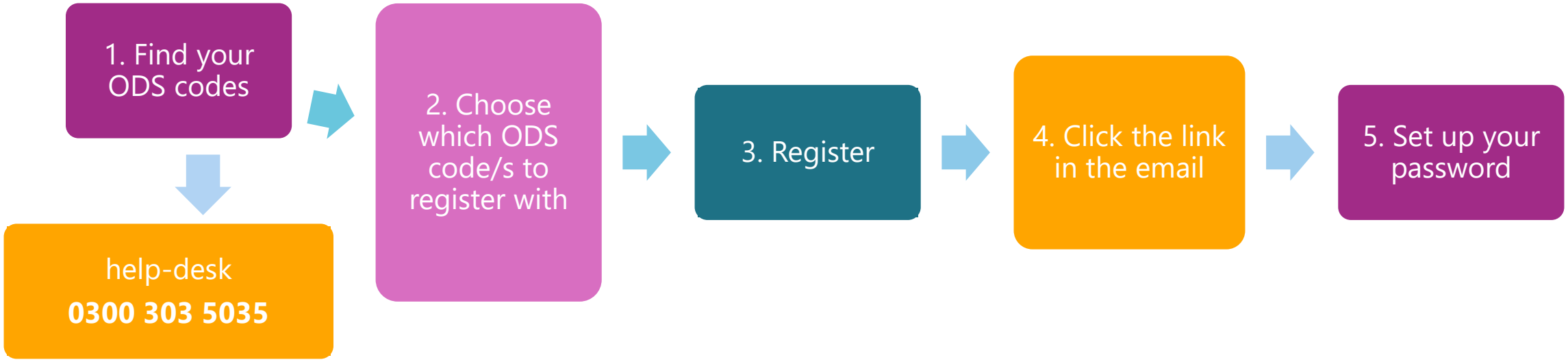
CQC will increasingly expect a good provider to comply with the Data Security and Protection Toolkit (DSPT) or equivalent, as a minimum. This also applies where you use a combination of digital and paper record systems.

DSPT (or an equivalent) is now a requirement under the new Single Assessment Framework under "Well Led" Governance, management and sustainability.

https://www.cqc.org.uk/guidance-regulation/providers/assessment/single-assessment-framework/well-led/governance-management-sustainability

Registering on the DSPT for the first time

How to register for the Toolkit



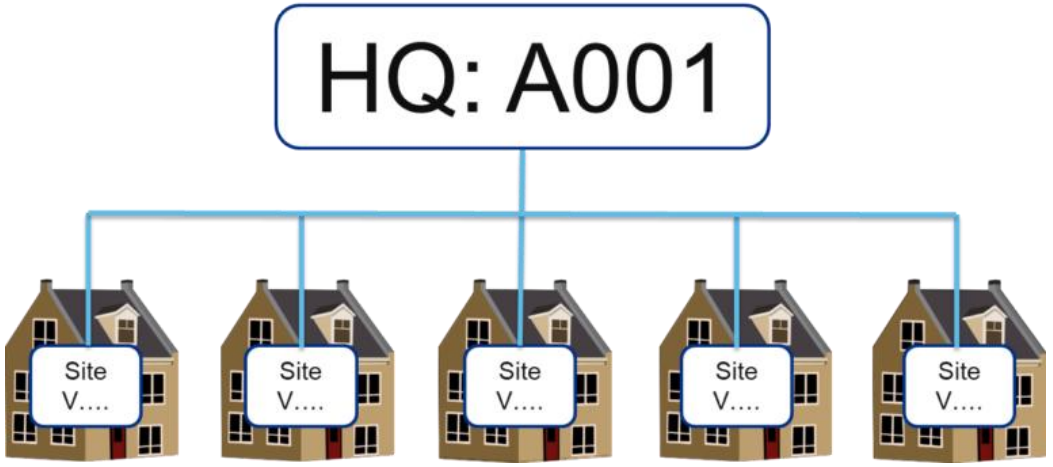
Find your ODS codes – what codes are there?

- For **single sites**, for example:
  - a single care home
  - a home care agency with one CQC registered office

Register with your V code

Find your ODS codes – what codes are there?

- For **multi sites**, for example:
  - a group of care services that share the same policies and procedures



Register with your A code
Your registration will cover all sites

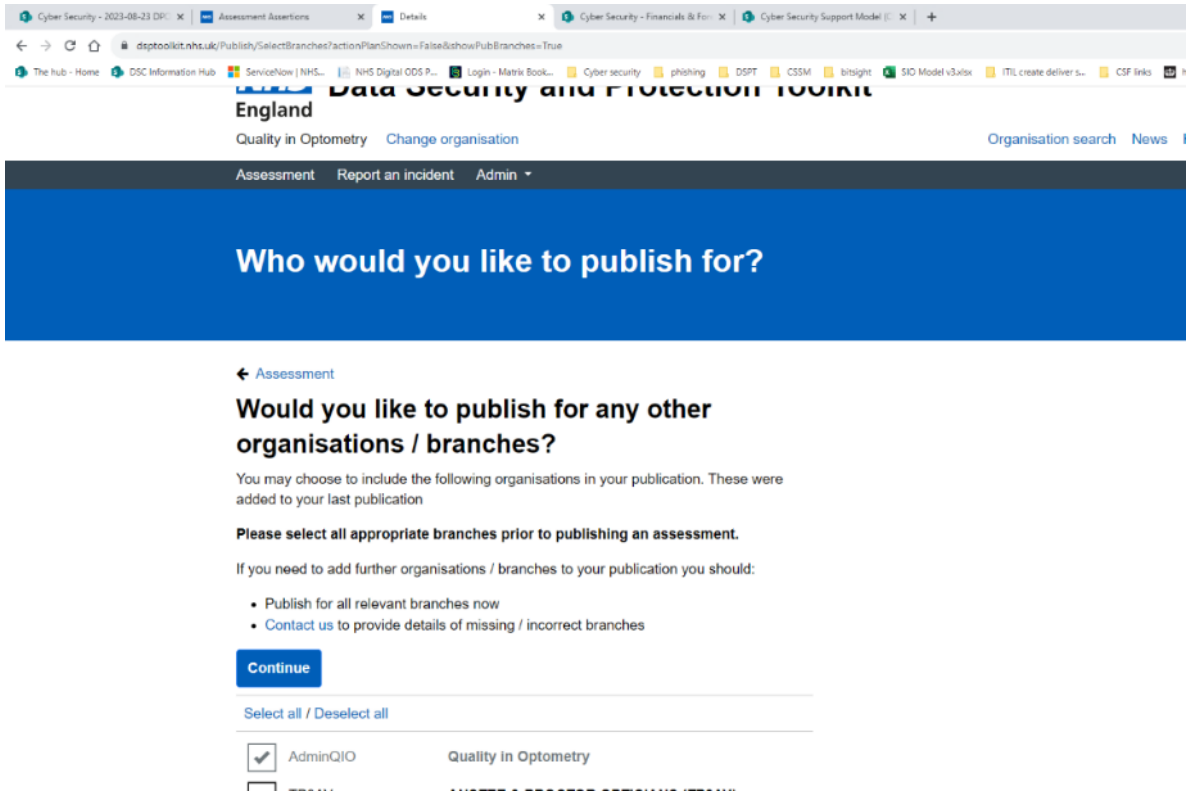
Find your ODS codes – what codes are there?

- For more complex **multi sites**, for example:
  - Several branches
  - And/or
  - More than one type of service provided e.g. care homes and home care

Seek advice from the helpdesk
0300 303 5035 or **ssd.nationalservicedesk@nhs.net**

Multi-sites

- Tick all sites you would like to publish on behalf of.
- Add your Registered Managers as viewers/auditors of your DSPT
- Revisit & republish each year & ensure all sites are ticked

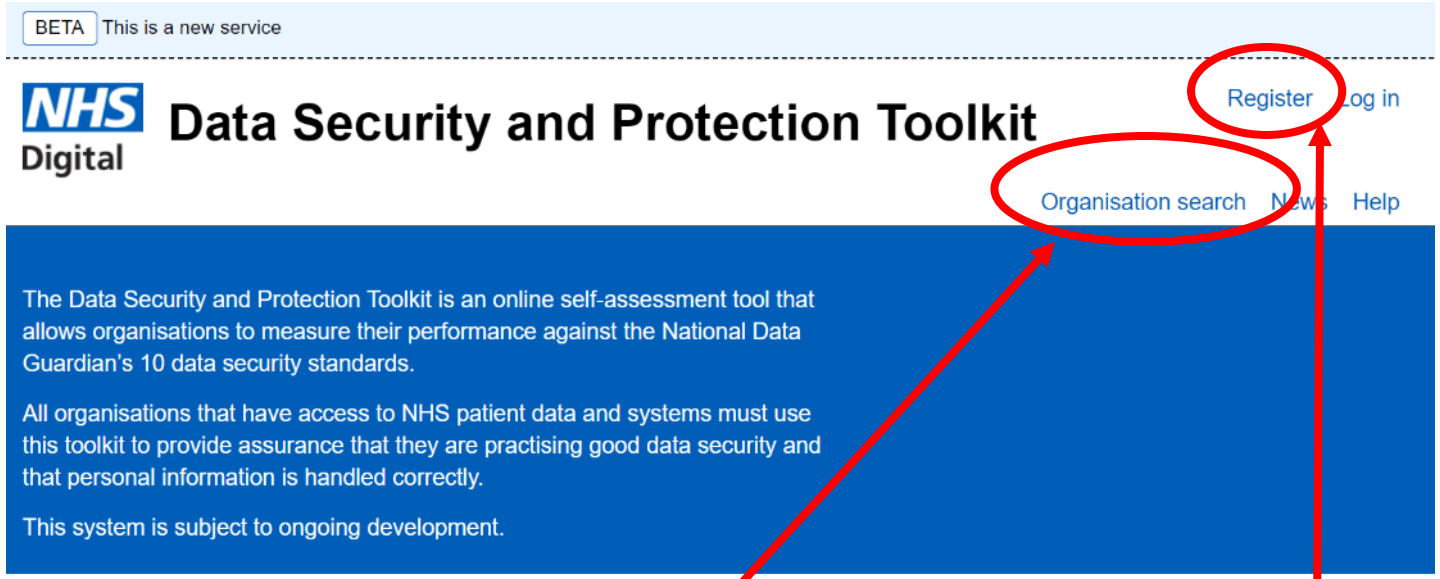


Find your ODS codes

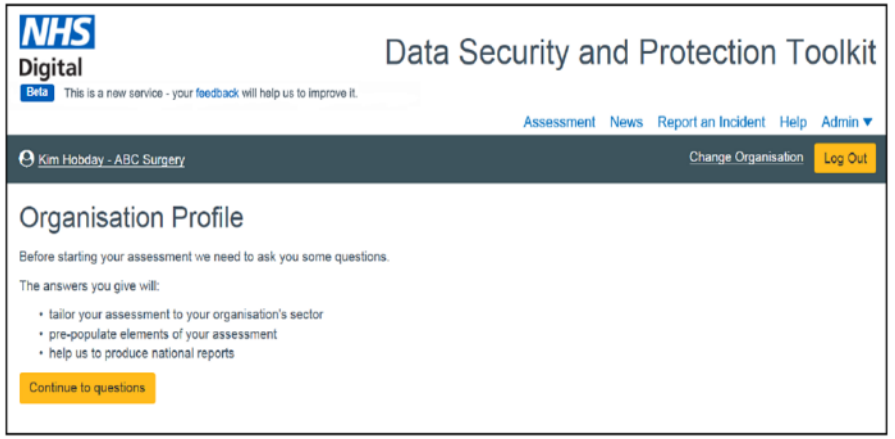
- Find your ODS code https://odsportal.digital.nhs.uk/Organisation/Search
- Or, search for ‘ODS Portal’ and choose Organisation/Practitioner search
- If you cannot find your code, or aren’t sure which one/s to use, contact the DSPT helpdesk on 0300 303 5035, or email ssd.nationalservicedesk@nhs.net

DSPT – so where do I start?

- The toolkit is here: www.dsptoolkit.nhs.uk

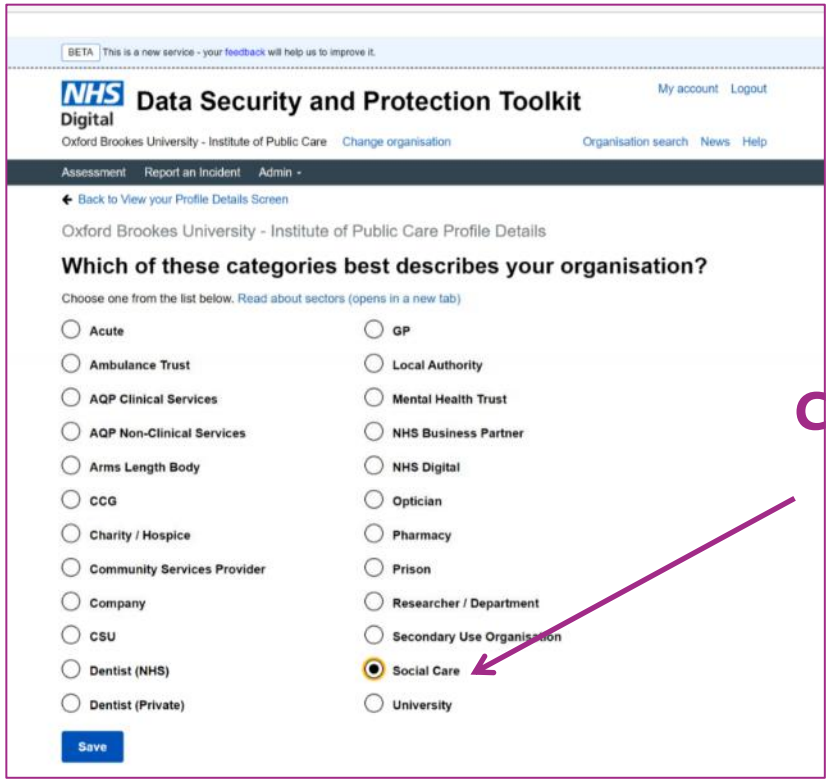


Register and complete your organisation profile



USEFUL LINKS

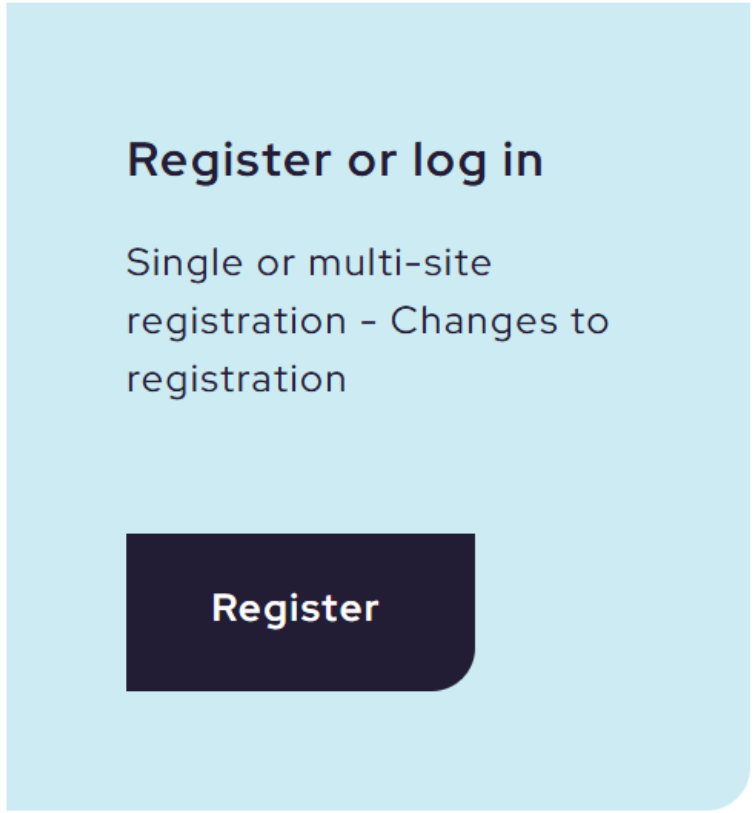
- Guidance on Registering
- Contact your Local Support Organisation



Choose Social Care

Setting up other users

Support on registering



USEFUL LINKS

- Register or log in – Digital Care Hub
- Completing the DSPT - Webinar recordings - Digital Care Hub
- Local Support Organisations | Digital Care Hub

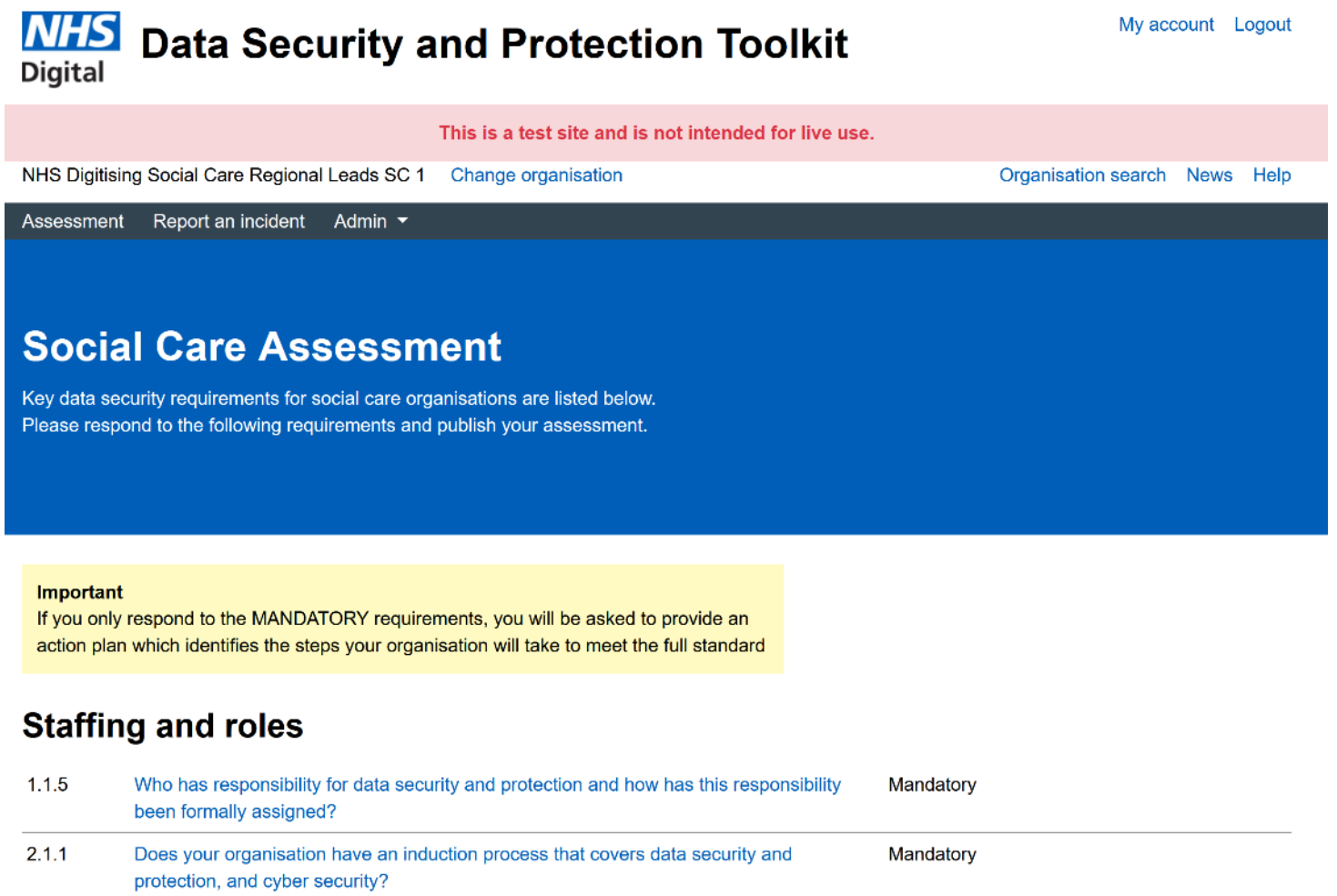
Any questions?

Completing the DSPT questions

Answers are NOT public

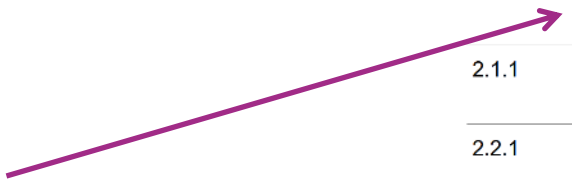
- This is a self-assessment
- Your answers are NOT published – just the DSPT status that you achieve based on your self-assessment
- Not a tick box exercise – use it to work through what you need to do
- Use the answers and comments sections to record valuable information. Helps with future DSPT publications

The social care view



The social care view

Click on an evidence item (in blue) to answer the question and see the detailed guidance



Important
If you only respond to the MANDATORY requirements, you will be asked to provide an action plan which identifies the steps your organisation will take to meet the full standard

Staffing and roles

1.1.5	Who has responsibility for data security and protection and how has this responsibility been formally assigned?	Mandatory
2.1.1	Does your organisation have an induction process that covers data security and protection, and cyber security?	Mandatory
2.2.1	Do all employment contracts, and volunteer agreements, contain data security requirements?	Mandatory
3.1.1	Has a training needs analysis covering data security and protection, and cyber security, been completed in the last twelve months?	
3.2.1	Have at least 95% of staff, directors, trustees and volunteers in your organisation completed training on data security and protection, and cyber security, since 1st July 2022?	
3.4.1	Have the people with responsibility for data security and protection received training suitable for their role?	
4.1.1	Does your organisation have an up to date record of staff, and volunteers if you have them, and their roles?	Mandatory

Policies and procedures

Questions are grouped under 4 headings

Question group	Number of questions to achieve Approaching Standards	Number of questions to achieve Standards Met
Staffing and roles	4	7
Policies and procedures	10	12
Data security	5	9
IT systems and devices	7	17
Total	**26**	**45**

1. Staffing and roles - What the questions cover

- Who has responsibility for this area of work?
- Staff records and contracts
- Data protection and cyber security induction and training for all staff

Staff records

What the question asks 4.1.1

- 4.1.1 Does your organisation have an up to date record of staff, and volunteers if you have them, and their roles?

Important
If you only respond to the MANDATORY requirements, you will be asked to provide an action plan which identifies the steps your organisation will take to meet the full standard

Staffing and roles

1.1.5	Who has responsibility for data security and protection and how has this responsibility been formally assigned?	Mandatory	
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3.2.1	Have at least 95% of staff, directors, trustees and volunteers in your organisation completed training on data security and protection, and cyber security, since 1st July 2022?		
3.4.1	Have the people with responsibility for data security and protection received training suitable for their role?		
4.1.1	Does your organisation have an up to date record of staff, and volunteers if you have them, and their roles?	Mandatory	

Question 4.1.1 →

Policies and procedures

1.1.1	What is your organisation's Information Commissioner's Office (ICO) registration number?	Mandatory	**COMPLETED**

Important
If you only respond to the MANDATORY requirements, you will be asked to provide an action plan which identifies the steps your organisation will take to meet the full standard

Staff

Evidence item 4.1.1

Does your organisation have an up to date record of staff, and volunteers if you have them, and their roles?

Your organisation must have a list of all staff, and volunteers if you have them, and their current role. This list should be kept up to date, including any change of role, new starters and removal of leavers. This might be linked to your existing payroll or rostering system.

Comments (optional)

Save or Cancel

1.1.5		
2.1.1		
2.2.1		
3.1.1		
3.2.1		
3.4.1		
4.1.1	Does your organisation have an up to date record of staff, and volunteers if you have them, and their roles?	Mandatory

Policies and procedures

1.1.1	What is your organisation's Information Commissioner's Office (ICO) registration number?	Mandatory	**COMPLETED**

Example Response to Question 4.1.1

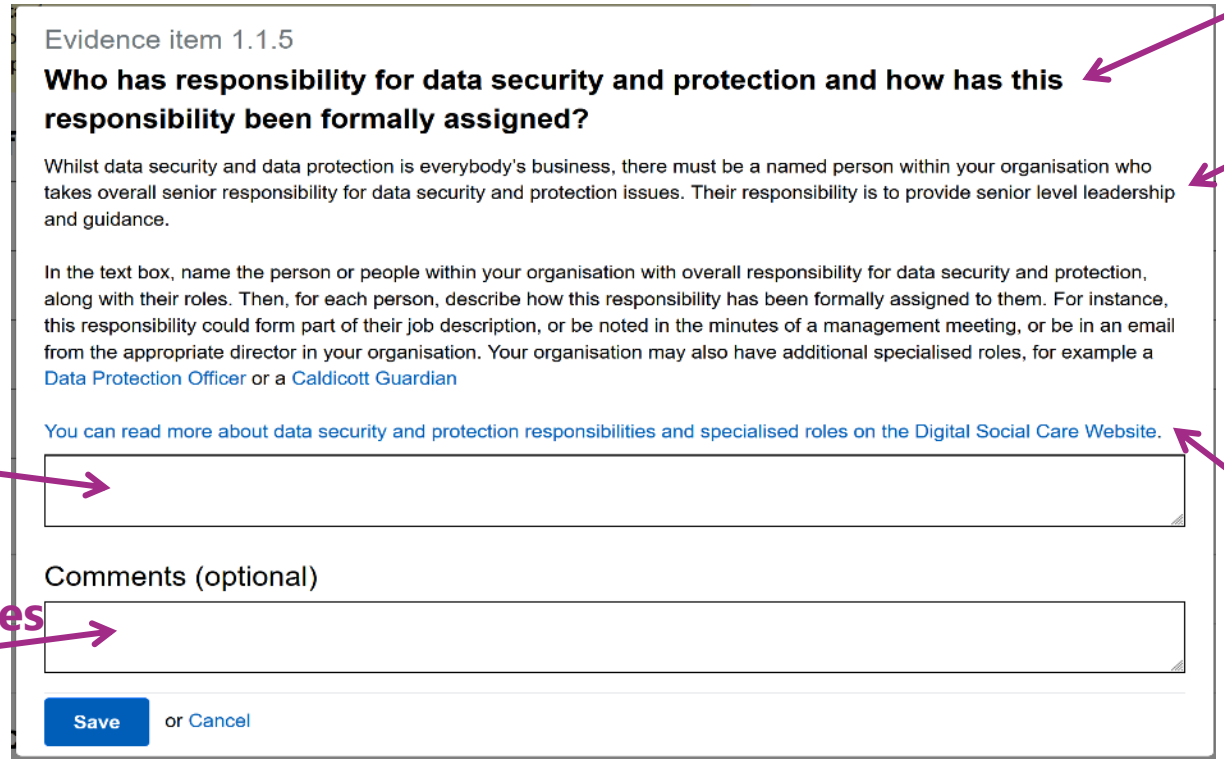
4.1.1

Does your organisation have an up to date record of staff, and volunteers if you have them, and their roles?

> Yes
>
> **Comments:**
>
> Staff and volunteer registered are contained in HR files, both hard copies and electronic versions which are saved on both the Google Drive and portable D drive in the Operations Director's office. The hard copies are kept in a locked drawer

https://www.dsptoolkit.nhs.uk/Publication/Publication/93120?HidePublishSectionOnReturn=True 12/25

Example question 1.1.5



Question

Tooltip gives best practice advice: it's what you need to do

Tooltip may include links (in blue) to further help

Write your answer here

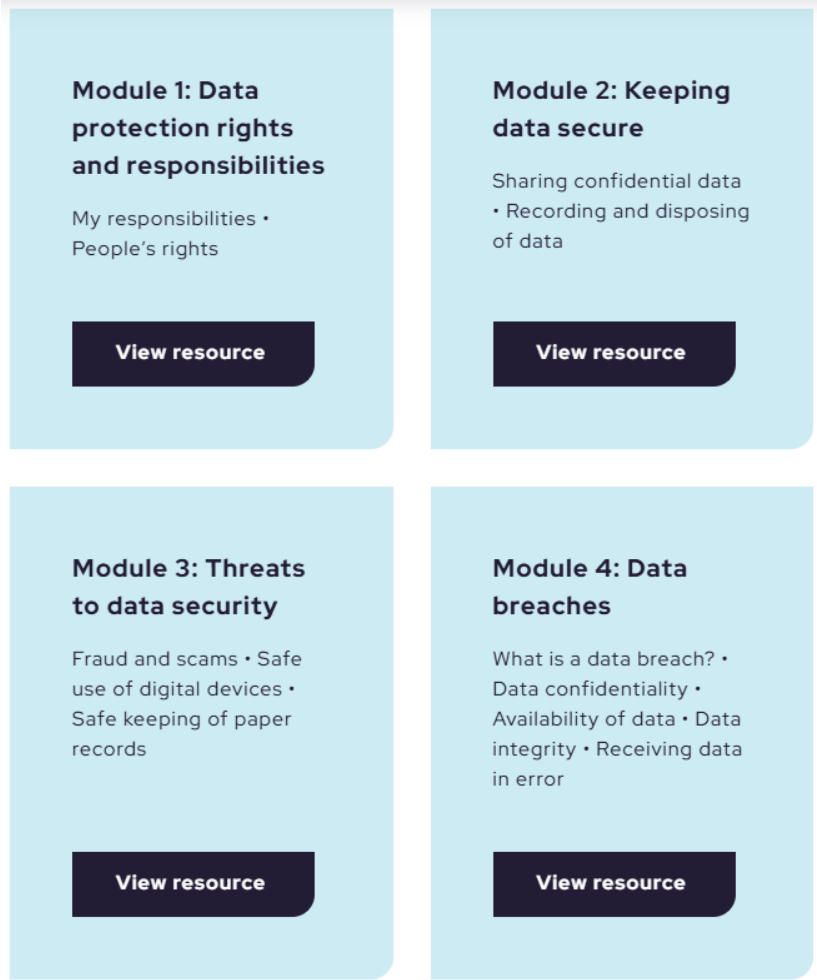
Comments very useful for colleagues and future

Awareness training

- 3.2.1 Have at least 95% of staff, directors, trustees and volunteers in your organisation completed training on data security and protection, and cyber security, in the last 12 months?

Free e-learning course for all staff working in adult social care services in England

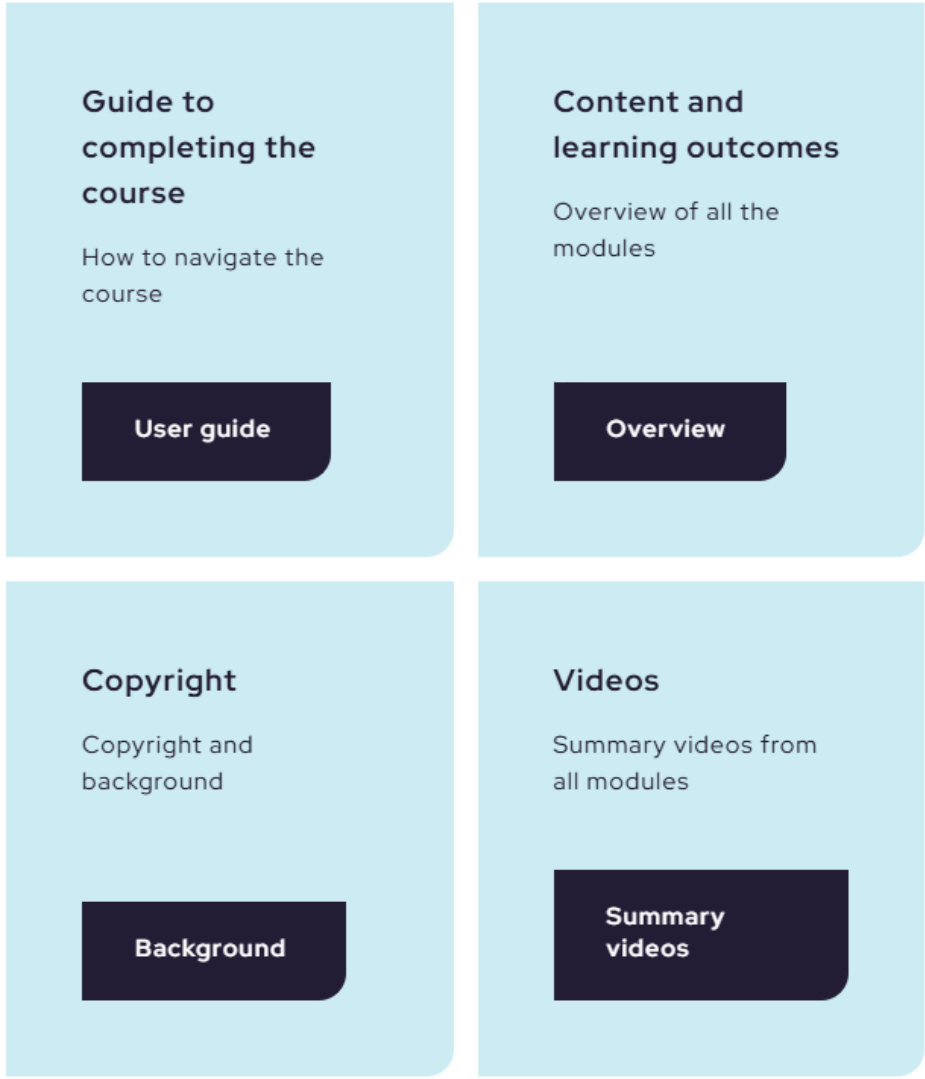
- Easily accessible
- 15-20 min per module
- Relatable case scenario-based
- learning for all staff.
- Free
- Compliant with question 3.2.1 on
- data protection training of staff.
- eLearning Courses - Digital Care Hub



e-learning course for data leads working in adult social care services in England

- Easily accessible
- 15-20 min per module
- Relatable case scenario-based
- Tailored learning for those leading on data protection and cyber security
- Free

- Complete the training here



Managers' Discussion Tool & Quiz for Staff

Better Security, Better Care

Managers' discussion tool

Version 3 – September 2023

This discussion tool is designed to help you have discussions with your frontline staff to check their knowledge and provide evidence of their competence in data security and protection to meet requirement 3.2.1 of the Data Security and Protection Toolkit.

The tool is broken down into four colour coded sections covering the four learning outcomes for frontline social care staff:

1. Understand the importance of data security and protection in the care system and your personal responsibility to handle data safely
2. Be able to apply relevant data security and protection legislation and principles
3. Be aware of physical and digital threats to data security and know how to avoid them, including:
   i. being alert to social engineering
   ii. safe use of digital devices
   iii. safe keeping of physical records
4. Be able to identify data breaches and incidents and know what to do if one happens

Better Security, Better Care

Multiple choice quiz for frontline staff

Version 3 – September 2023

This quiz will provide evidence that you have completed data security and protection training that meets requirement 3.2.1 of the Data Security and Protection Toolkit. Circle or tick the correct answers.

Name: _____ Date: _____ Score: _____

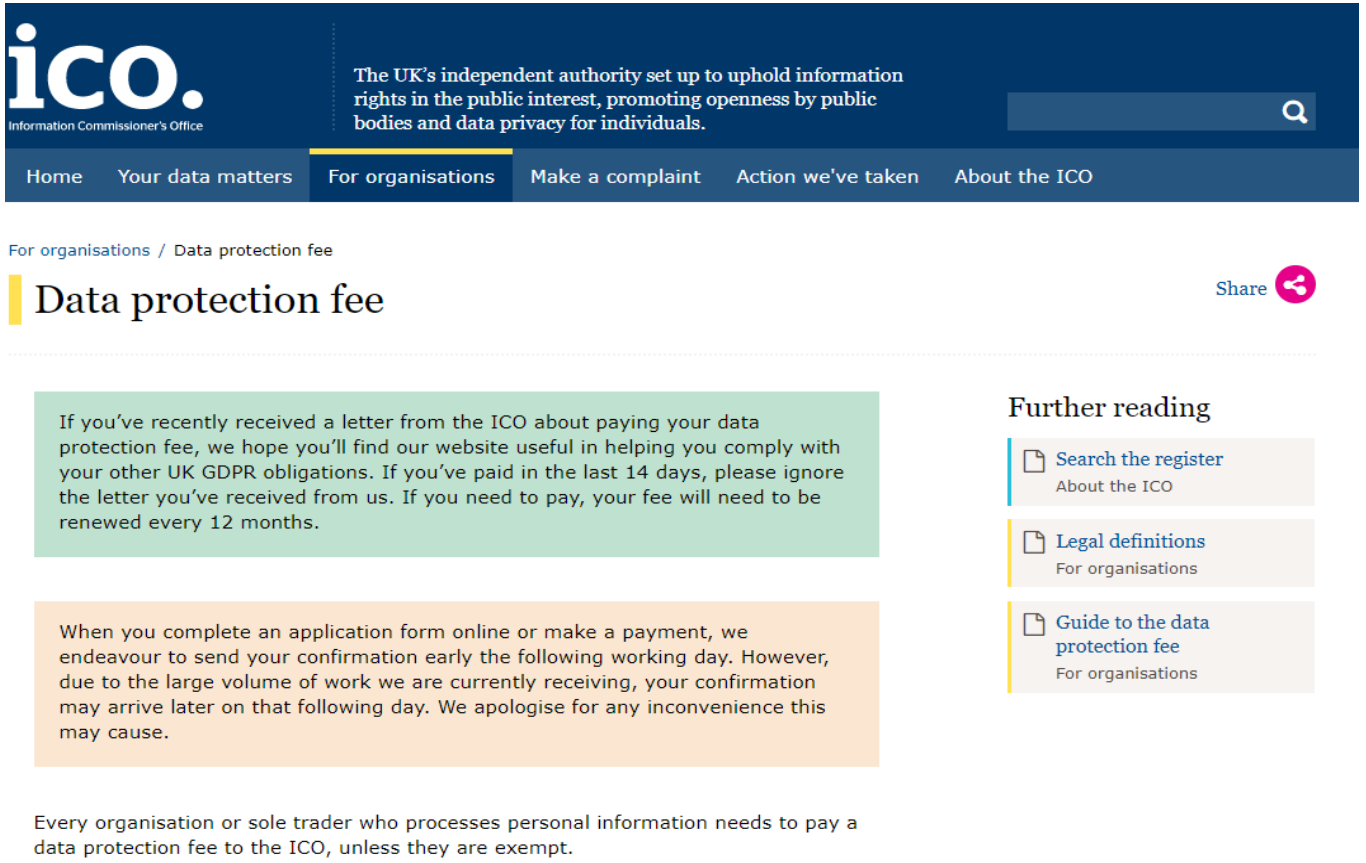
1. Understand the importance of data security and protection in the care system and your personal responsibility to handle personal data safely

Question		Answer options
1a	True or False: We have a legal duty to respect the privacy of the people who use our care services?	True False
1b	True or False: Sharing information with the right people can be just as important as not disclosing to the wrong person?	True False
1c	Can someone you support ask to see and have a copy of the personal data that is held about them?	Yes No
1d	When you collect someone's personal details, should you tell them what will happen to that information and who it will be shared with?	Yes No

2. Policies and procedures
What the questions cover

- Information Commissioner's Office registration
- Policies:
  - Up to date data protection policies
  - Audits and spot checks
  - National Data Opt-Out
- Holding and sharing information
- Retaining records
- Disposing of records and equipment
- List of suppliers

ICO registration



ico.
Information Commissioner's Office

The UK's independent authority set up to uphold information rights in the public interest, promoting openness by public bodies and data privacy for individuals.

Home | Your data matters | For organisations | Make a complaint | Action we've taken | About the ICO

For organisations / Data protection fee

Data protection fee

Share

If you've recently received a letter from the ICO about paying your data protection fee, we hope you'll find our website useful in helping you comply with your other UK GDPR obligations. If you've paid in the last 14 days, please ignore the letter you've received from us. If you need to pay, your fee will need to be renewed every 12 months.

When you complete an application form online or make a payment, we endeavour to send your confirmation early the following working day. However, due to the large volume of work we are currently receiving, your confirmation may arrive later on that following day. We apologise for any inconvenience this may cause.

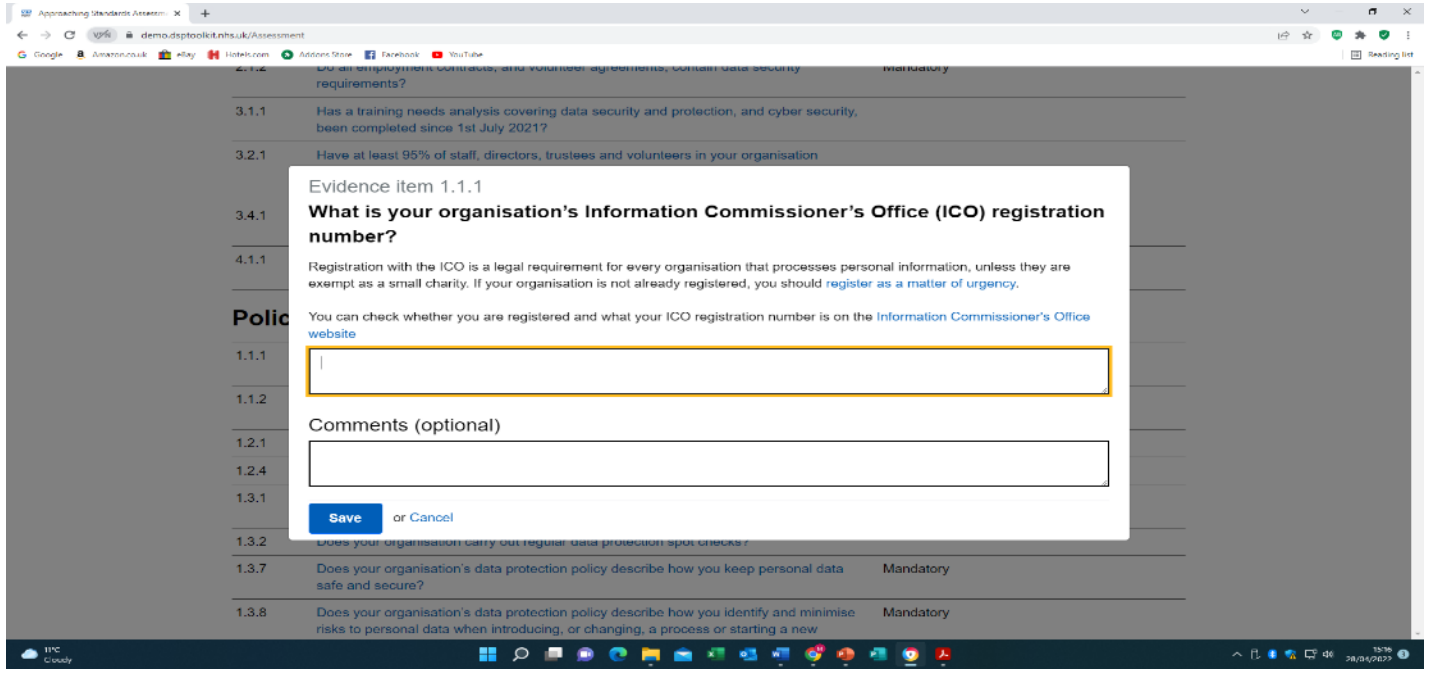
Every organisation or sole trader who processes personal information needs to pay a data protection fee to the ICO, unless they are exempt.

Further reading

- Search the register
  About the ICO
- Legal definitions
  For organisations
- Guide to the data protection fee
  For organisations

What the question asks – 1.1.1

- 1.1.1 What is your organisation's Information Commissioner's Office (ICO) registration number?



Response to the Question 1.1.1

1.1.1

What is your organisation's Information Commissioner's Office (ICO) registration number?

> We have an ICO certificate on our wall with our ICO registration number: ZA046070.
>
> **Comments:**
>
> The Organisation was registered on the 18th of March 2014. This certificate is displayed in the main office.

Further support: template policies (Be sure to tailor to your service)

Approaching Standards: required policies

- How to document your data processing, including template information asset register (IAR) and Record of Processing Activities (ROPA)
- Privacy Notice Template
- Data Protection Policy
- Data Quality Policy – Template
- Record Keeping Policy – Template (Also known as a Data or Document Retention Policy)
- Data Security Policy – Template
- Network Security Policy – Template
- Smart Phone Policy Template – BYOD
- Contracts: what contracts you must have in place

Find all template policies to download and reuse on the Digital Care Hub website here

Standards Met: Additional required policies

- Training Needs Analysis
- Data Security Audit Checklist
- Creating and Testing a Business Continuity Plan for Data and Cyber Security
- National Data Opt Out

Recommended documentation

- Data Security Breach Incident Reporting Form – Template
- Mobile Devices Assignment Form – Template
- Smart Phone Policy Template – Organisation Provided Phones
- Template Suppliers List

3. Data security - What the questions cover

- Data breaches:
  What is a data breach? What is a ‘near miss’?
  What your plans should cover
- Physical security and paper records ‘on the move’
- Business continuity:
  ‘Data emergencies’ – what your plans should cover
  How to make sure your plans will work

4. IT systems and devices - What the questions cover

- People and their access to information
- Passwords
- Backups
- Protecting your devices
- Technical set up and support
- What documentation should your suppliers have?

Multi-factor Authentication (MFA)

4.5.3:

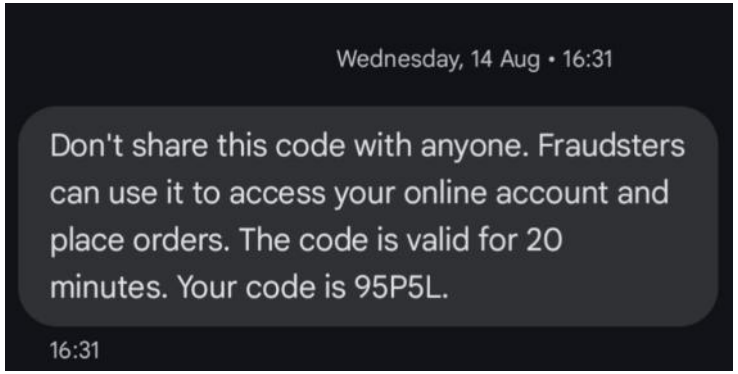
“Multi-factor authentication (MFA) is one of the most effective ways to protect data and accounts from unauthorised access.

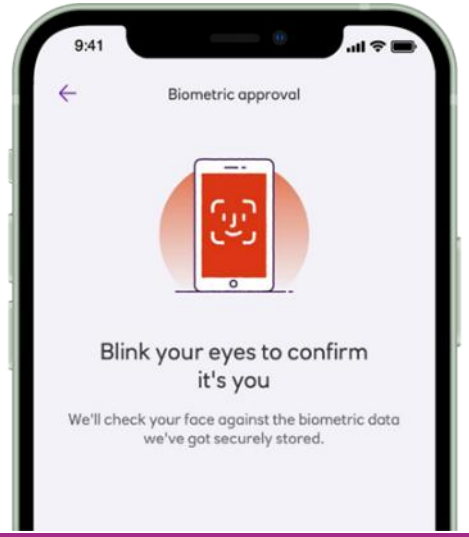
You should consider all systems that can be accessed from the internet – such as email, your digital social care record, and any cloud-based or online systems – and either ensure that all user accounts are protected with MFA, or detail any exceptions in the text box response.

Guidance on implementing MFA can be found on Digital Care Hub, further information and guidance is also being developed by Digital Care Hub.”

Multi-factor Authentication (MFA)

- Multi-factor authentication (MFA) is a way to make your online accounts much safer by adding extra steps to prove it's really you trying to log in.
- Usually this is a text message, email code, fingerprint or authenticator app e.g. Microsoft.
- You've probably done this when online banking or logging into social media
- Ensures we keep us all safe by only allowing people to have access who *should* have access.





Multi-factor Authentication (MFA): steps to take

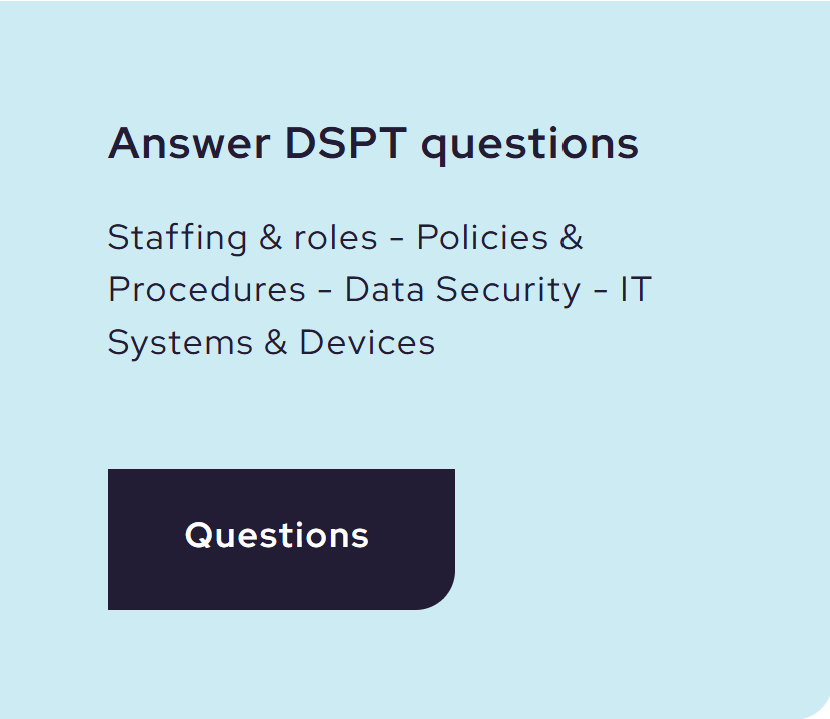
- Review your current systems & speak with suppliers
- Identify any potential issues e.g. staff sharing devices or logins
- Identify where implementing MFA might not be appropriate (e.g. if there are already other significant controls in place)
- Decide on your organisations balance of security vs. useability
- Note any systems without MFA at a director or board level & why

Multi-factor Authentication (MFA): security vs usability

- Important not to go overboard – systems must be useable. Adding too many layers means people either stop using existing systems or find workarounds.
- Identify the appropriate level of security for each system you use based on the sensitivity of information, the usability and your appetite for risk as an organisation.
- Where appropriate, MFA should be implemented for all individual logins to systems.
- Use the support available: Local Support Organisations, software suppliers, IT supplier

Further guidance: Digital Care Hub

Online guidance



Actions

- Contact your Local Support Organisations | Digital Care Hub
- Visit Digital Care Hub website – view guidance, register for free updates

Publish your DSPT Assessment

Publish at Approaching Standards – 26 mandatory questions answered

- If the 26 ‘mandatory’ questions have been completed, but other questions remain not completed, you can publish at Approaching Standards

8.2.1	If your answer to 8.1.4 (on IT systems and software being supported by the manufacturer) was that software risks are being managed, please provide a document that summarises the risk of continuing to use each unsupported item, the reasons for doing so and a summary of the action your organisation is taking to minimise the risk.		
8.3.5	How does your organisation make sure that the latest software updates are downloaded and installed?	Mandatory	**COMPLETED**
9.1.1	Does your organisation make sure that the passwords of all networking components, such as a Wi-Fi router, have been changed from their original passwords?		
9.5.2	Are all laptops and tablets or removable devices that hold or allow access to personal data, encrypted?		
10.2.1	Do your organisation’s IT system suppliers have cyber security certification?		

Publish Approaching Standards Assessment

- You will need to complete an action plan to show how you will complete the rest of the questions

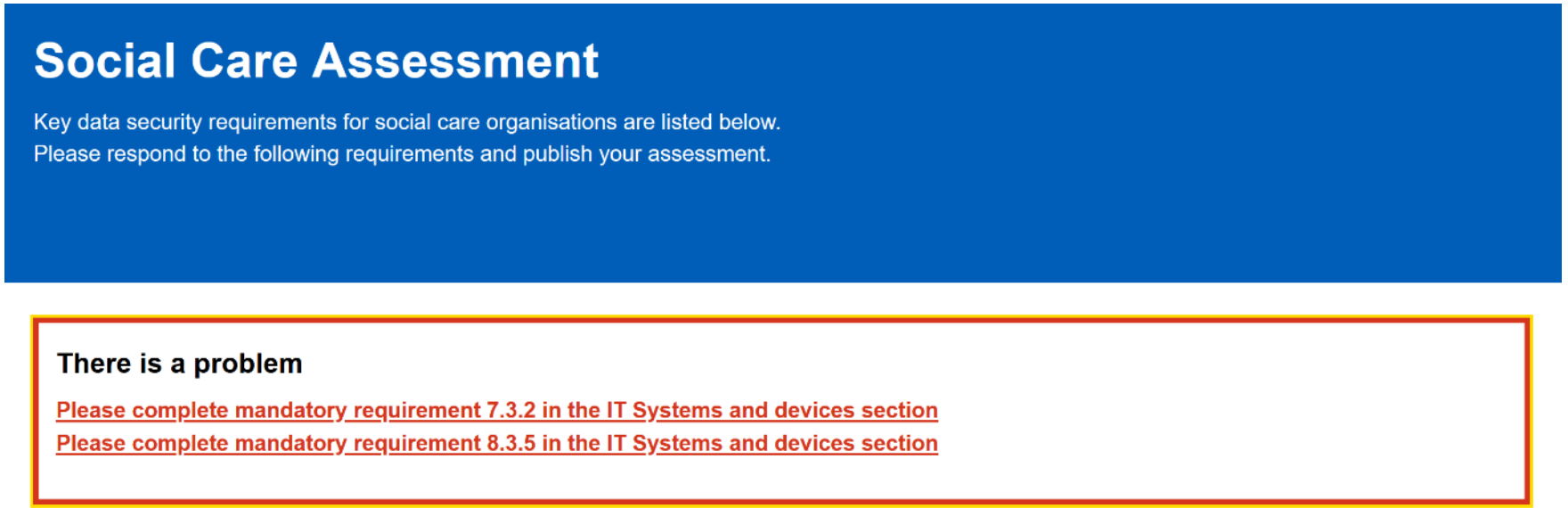
Publish at Standards Met - all questions answered

- If you have answered all 45 questions, click on publish assessment to publish at Standards Met
- **Remember:** your DSPT status will be published. NOT your answers

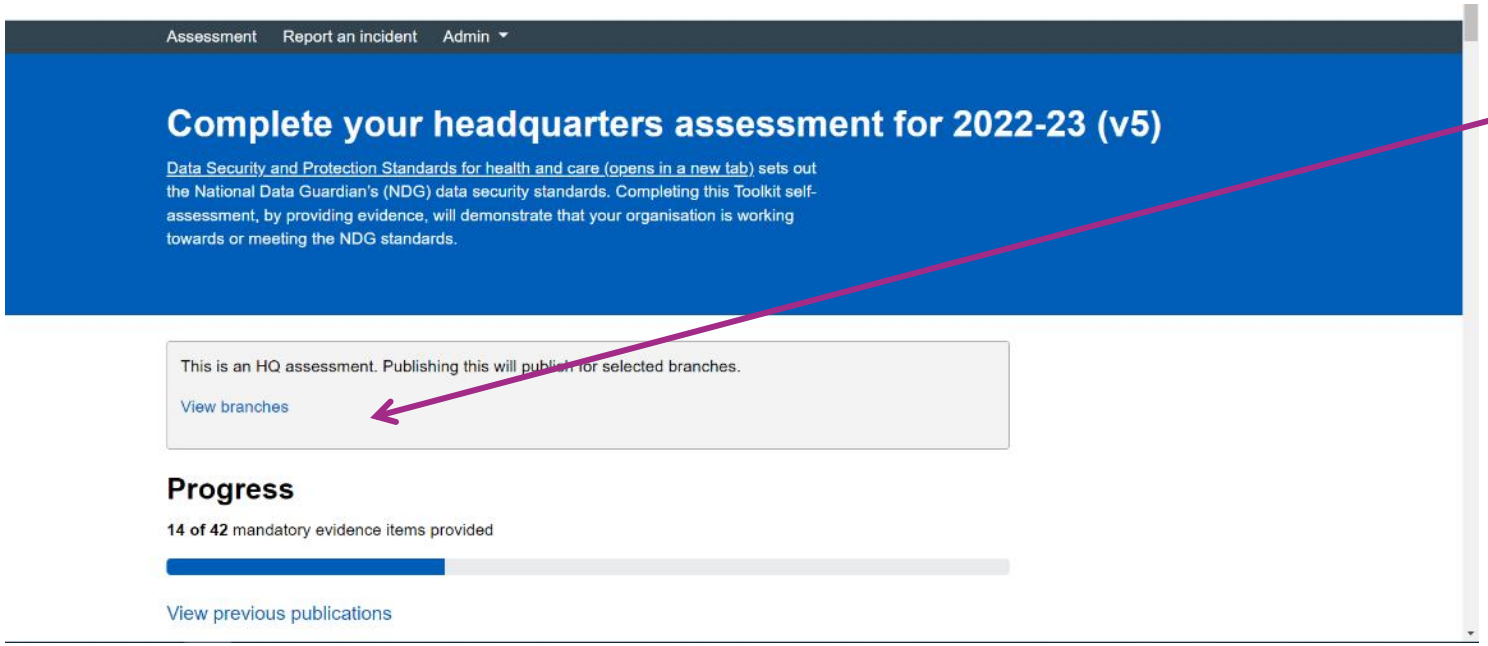
	data and information?		
7.3.2	All emergency contacts are kept securely, in hardcopy and are up-to-date.	Mandatory	COMPLETED
7.3.4	Are backups routinely tested to make sure that data and information can be restored?		COMPLETED
8.1.4	Are all the IT systems and the software used in your organisation still supported by the manufacturer or the risks are understood and managed?		COMPLETED
8.2.1	If your answer to 8.1.4 (on IT systems and software being supported by the manufacturer) was that software risks are being managed, please provide a document that summarises the risk of continuing to use each unsupported item, the reasons for doing so and a summary of the action your organisation is taking to minimise the risk.		COMPLETED
8.3.5	How does your organisation make sure that the latest software updates are downloaded and installed?	Mandatory	COMPLETED
9.1.1	Does your organisation make sure that the passwords of all networking components, such as a Wi-Fi router, have been changed from their original passwords?		COMPLETED
9.5.2	Are all laptops and tablets or removable devices that hold or allow access to personal data, encrypted?		COMPLETED
10.2.1	Do your organisation's IT system suppliers have cyber security certification?		COMPLETED

Publish Assessment

There is a problem!

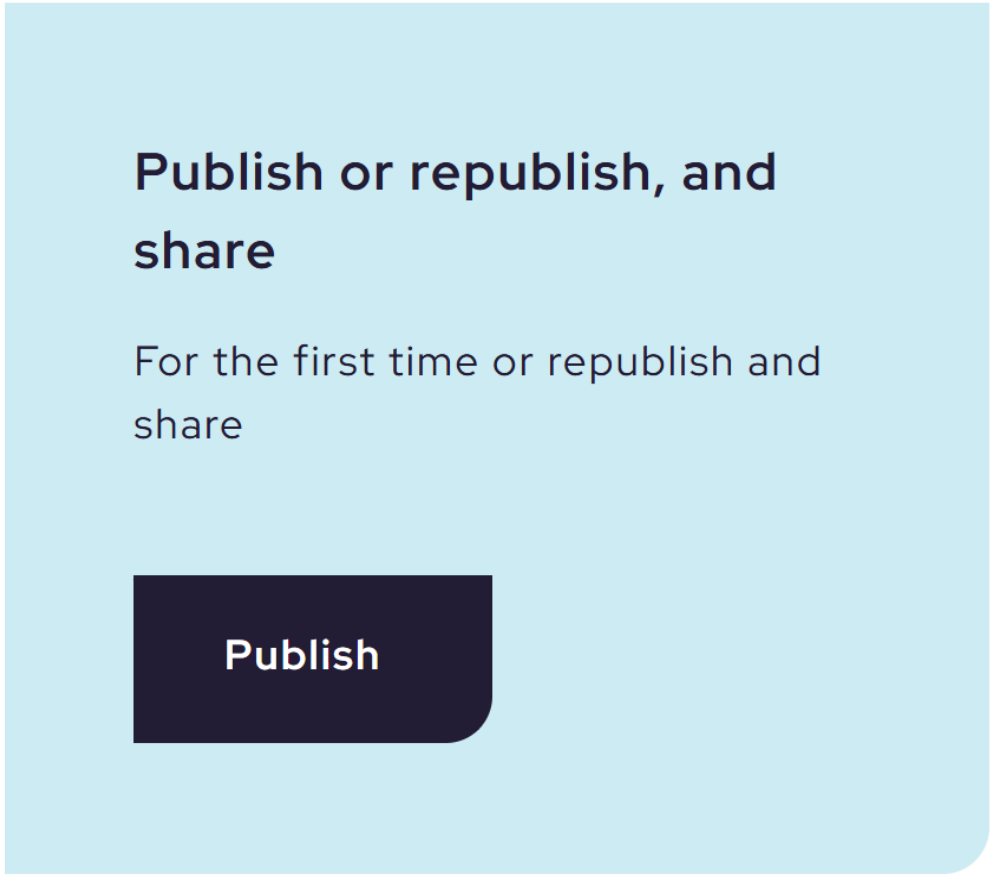


Headquarters Assessment – publish for all sites



- For those using an HQ code, you can view your branches here
- Do they have the same policies & procedures, IT systems and data security arrangements?
- If yes, publish one DSPT for all sites

Further support on publishing

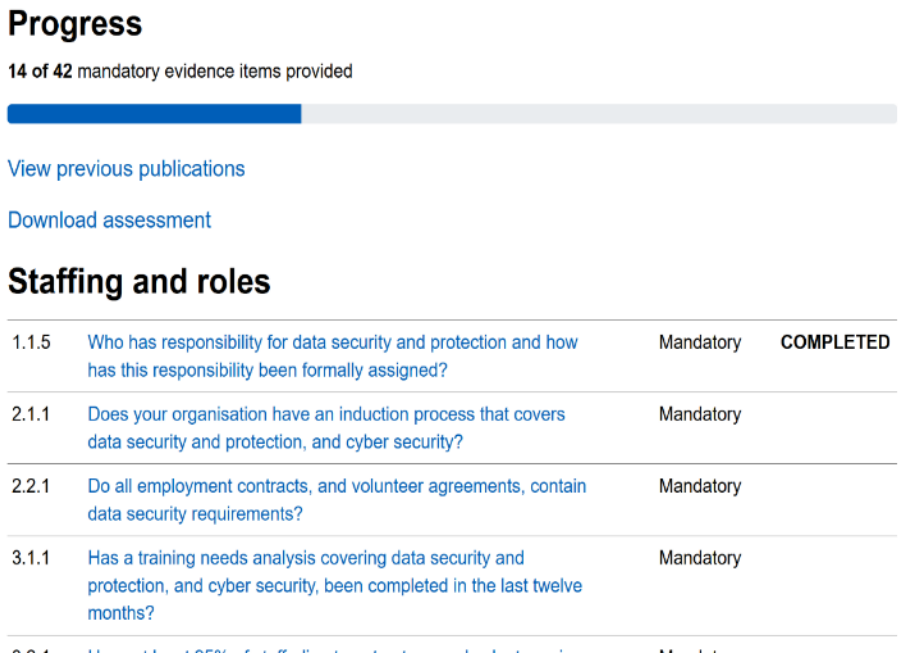


- Guidance on Publishing for the first time
- Contact your Local Support Partner

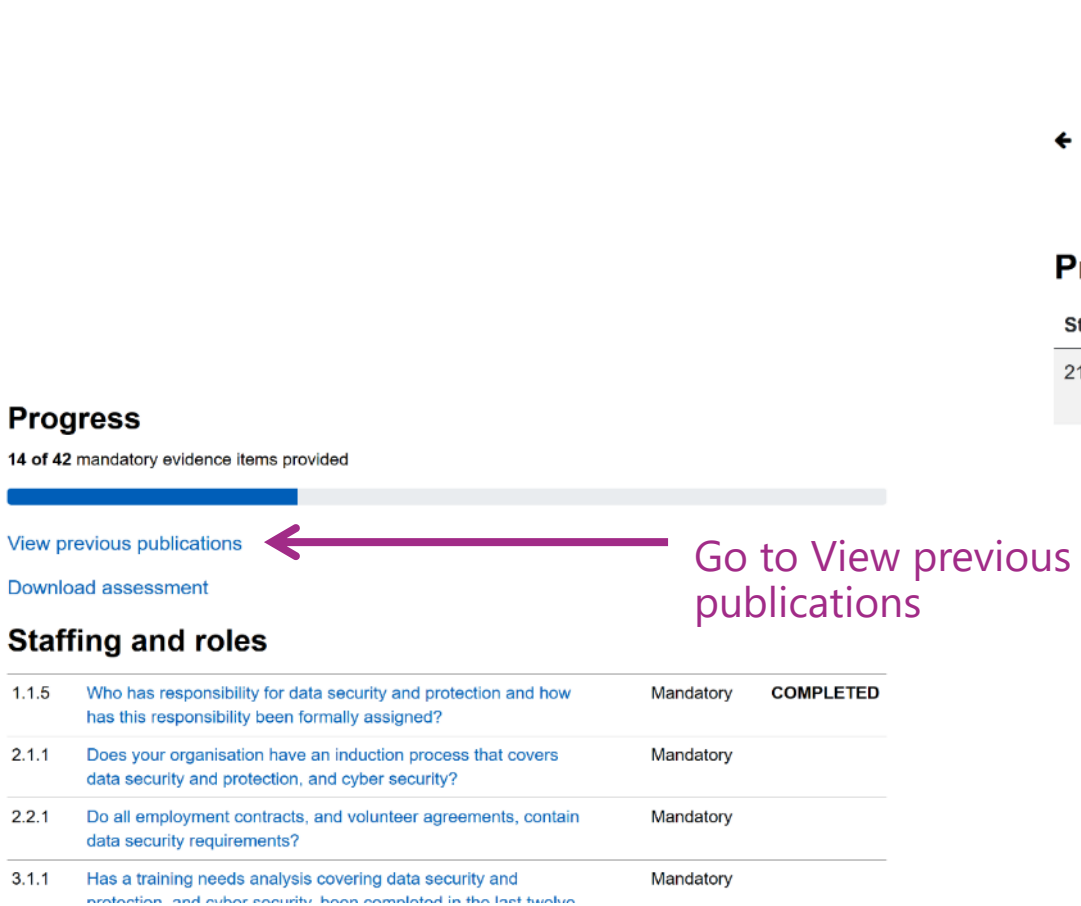
Tip: Once published, export your assessment to Excel

Click on download

The Excel file will download into your device straight away



Tip: Save your published DSPT as a PDF



Go to View previous publications

Click on View Details to save as a PDF

If you have published at Standards Met you can download a certificate

Tip: Save your published DSPT as a PDF

Ctrl + P
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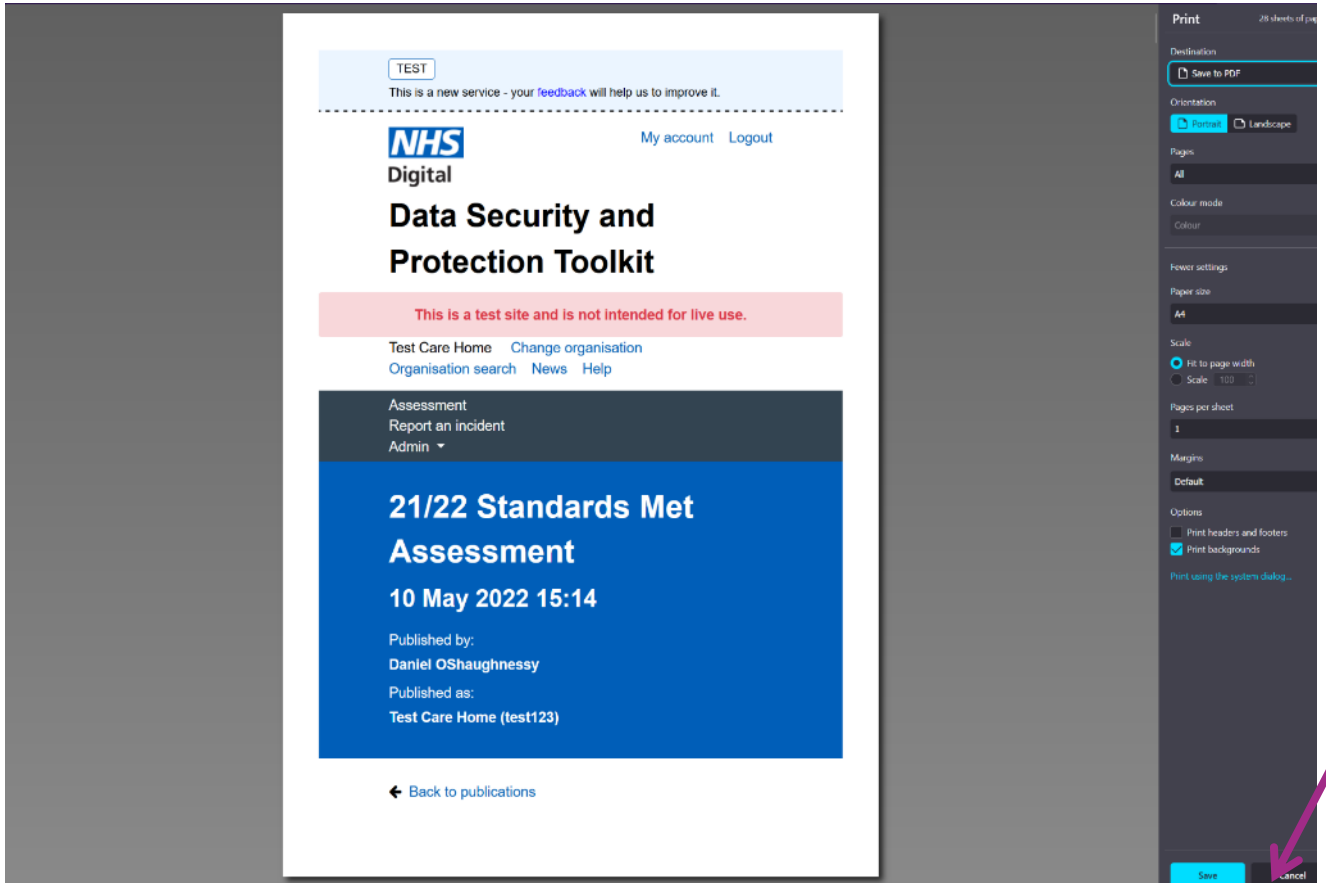

Click on save

Tip: Once published, share your DSPT status

- Multi sites: tell your branches, tell your Registered Managers
- Download a certificate to prove your DSPT status
- Add your DSPT Status to your website (eg your Privacy Statement)
- Include in all your bids
- Tell your commissioners
- Tell your NHS partners
- Tell your IT suppliers

Tip: Making it real

- Keep your DSPT up to date throughout the year – easier to republish
- Ensure managers and staff understand what is expected of them
- Enable managers to access the information – consider having a print out of the documents and related policies and procedures in a manual. Useful for CQC

Next steps

1. Register on the DSPT
2. Contact your Local Support Organisations or the Digital Care Hub helpline help@digitalcarehub.co.uk Tel 0808 196 4848
3. Large providers – Contact Digital Care Hub caregroups@digitalcarehub.co.uk
4. Check out the guidance on Digital Care Hub
5. Start to answer questions on DSPT now – return to it later

http://www.digitalcarehub.co.uk/dspt

Any questions?

Poll

- What impact has this webinar had on your confidence to complete the DSPT?
- How likely is it that you will complete and publish in the next three months?
- How likely is it that you will contact your Local Support Partner for help?
- Would you recommend this webinar to a colleague?
- Where have you heard about this webinar?

Thank you.