



BLS Stay Compliant



Proposal

Managed Support Contract

Prepared for: Darren Horsman at Police, Fire and Crime Commissioner's Office

Date: 25th March 2021

This quotation is valid for 60 days.

Scope of Services Requested

Police, Fire and Crime Commissioner for Essex (PFCC) would like to renew their Managed Support Contract

Managed Support Contract

This is an annual subscription contract of 12 hours providing expert, swift advice and assurance on any Information Governance, Data Protection or any related queries, time can also be used for any policy reviews and staff mentoring. All queries should be emailed and upon receipt allocated a Job Reference Number and a timescale is agreed between BLS and PFCC. This service is available Mon – Fri, 0800 – 1600 excluding Bank Holidays.

In the event of PFCC having a critical Data Protection issue or suspected data breach, an urgent telephone call may be arranged depending on the availability of appropriate BLS staff.

The contract is for a minimum of 12 months at a maximum of one hour each calendar month. Hours cannot be carried over into the next month except at the discretion of a BLS Director. If all hours are used before the end of the contract additional hours can be purchased at the monthly rate current at the time of purchase.

Pricing

Your price is £2250 + VAT for up to 12 hours of remote advice and support. A purchase order is required prior to the service commencing.

Relevant experience

BLS was established in 2014. Our core business is training, consultancy and supplying professional advice and guidance regarding information rights legislation and compliance. We offer an array of tailored services to ensure that your organisation stays compliant and within regulation. We understand that data is a valuable asset, and a balance must be found between using information appropriately, whilst being a trusted organisation to respect patient and employee privacy. We help organisations become more confident in using and sharing personal information correctly.

BLS recognises that sometimes small changes can lead to the biggest reactions, so we never recommend any unnecessary services for our clients. Our reputation is built on our values and professional ethos. We are experienced senior leaders and appreciate the need to procure value for money services, especially in the public services. We also understand how to deliver high-quality compliance within budget restraints.

BLS has the breadth and depth of experience, and countless complimentary testimonials from our clients, that prove our track record that has made us one of the most accomplished Data Protection consultants in the UK.

Our diverse client base includes organisations of varying sizes across the UK, including numerous large NHS Trusts, Local Authorities, Primary Care organisations, GP Federation and individual practices, Community Service providers, over 75 individual hospices and a wide range of CCG commissioned services in the private sector.

We also provide bespoke executive information management services for blue-chip and high-profile public facing companies. We are recognised experts in our field and have extensive experience in delivering information rights compliance training and knowledge transfer.

Based in Yorkshire and with remote offices throughout the UK and in Dubai, we have a unique blend of experience and skills at senior management level, specialising in information management policy and governance.

BLS also provides specialist training across all areas concerning data protection, including exclusive SIRO and Caldicott Guardian training based on our experience, national qualifications and roles. We also deliver wider, role specific training under GDPR and Data Protection legislation, i.e. specific subject access request management, redaction coaching and training for individual information asset owners.

BLS is one of a handful of trusted training providers included in the UK Caldicott Guardian Council guidance.

Key Personnel

BLS Director Gary Baker BA Hons is a retired Police Superintendent with 30 years' experience in a large police force. He is an accredited Police Senior Information Risk Owner (SIRO) and has been the senior executive in high profile incidents and enquiries involving information-rights. He has overseen decision making concerning the disclosure of extremely sensitive personal information subject to high level central Government and media interest. He is a trained Lead Reviewer for national serious case reviews, involving both adults and children, in England and Wales. He specialises in disclosure of personal data in complex cases and leads on information sharing between partner agencies, having previously directed public protection meetings and multi-agency case conferences involving serious criminal offenders and risks. Gary also specialises in maximising the lawful interpretation of marketing guidelines to improve marketing and fundraising policies and incomes for our clients.

BLS Director Sandra Lomax was a senior manager of Information Assurance at a large city council where she established multi agency data sharing and culture change in all aspects of information management. During this time, she was accountable and responsible for the strategic and operational delivery of the SIRO function on behalf of the Director of Finance. She was Caldicott Guardian for Adult Social Care and established a network of Caldicott Guardians across Yorkshire. The Council was referred to as an exemplar site by the ICO and has worked on several health and social care integration projects alongside over 60 GP practices. Currently, she is Caldicott Guardian for Hospice UK and Vice Chair of the UK Caldicott Guardian Council.

John Davison (BA Hons, NPQH) is our IG Assurance and Compliance Manager. He is a very experienced and strong leader within the education sector having spent almost 25 years teaching and leading schools. John's main role as Headteacher was to lead the successful development and implementation of key systems focused around the key areas of safeguarding / OFSTED / Data Protection / GDPR. As a result of his experience John is ideally placed to advise and support organisations with their full range of data protection needs.

The BLS team includes personnel who have specific skills and expertise in practical information management, administrative and legal compliance, marketing and communications and IT applications.

Additional information

BLS is an accredited member of the Continuing Professional Development (CPD) scheme. The CPD Certification Service provides recognised independent CPD accreditation compatible with global CPD requirements.

BLS also:

- is a registered company at Companies House: Registration Number 9027319
- is VAT registered: Registration Number 191 0539 15
- is Dun Bradstreet registered: D-U-N-S Number 22-011-5866
- holds professional indemnity insurance (£5m) and public liability insurance (£2m)
- is registered with the Information Commissioner's Office as a Data Controller

Terms and Conditions

Our full terms and conditions can be viewed at <https://bls-staycompliant.co.uk/terms-and-conditions/>

Copyright

All training materials, in whatever medium, are "*literary works*" as far as UK law is concerned and are covered by copyright law. Unless there is an explicit agreement that says otherwise the copyright for course outlines, course materials, presentations, course guides, scenarios, and all resources etc is owned by the author, which is BLS Stay Compliant Ltd.

Conflict of interest and Non-Disclosure agreement

BLS advises that it is not aware that their proposed involvement with PFCC would create a conflict of interest or otherwise lead to a perception of a conflict of interest concerning their delivery of services towards this proposal.

If required, BLS will agree to abiding by a non-disclosure agreement concerning the provenance and details surrounding this contract.

Please note:

The matters arising in this proposal are only those that came to our attention during the recent discussion as described in the paragraphs above and are not necessarily a comprehensive statement of all the areas requiring improvement. The responsibility for ensuring that there are adequate risk management, governance, and internal control arrangements in place rest with the management of PFCC. We take all reasonable care to ensure that our proposals are based on appropriate and accurate information but cannot accept any liability to any person or organisation, including any third party, for any loss or damage suffered or costs incurred by it arising out of, or in connection with, this proposal, however such loss or damage is caused. We cannot accept liability for loss occasioned to any person or organisation, including any third party, acting or refraining from acting as a result of any information contained in this proposal.

BLS Stay Compliant Ltd - additional services which may be of interest:

Training

We provide scheduled training solutions (face to face on-site and online) for:

- ✓ Caldicott Guardians
- ✓ Senior Information Risk Owners
- ✓ Data Protection Officers
- ✓ Safer Recruitment
- ✓ Information Asset Owners (IAO)
- ✓ Subject Access Request/Redaction
- ✓ General GDPR/Data Protection compliance
- ✓ Freedom of Information Act
- ✓ Trustee and Board Briefings
- ✓ Data Privacy Impact Assessment
- ✓ Fundraising and Direct Marketing compliance
- ✓ Data Breach Management/incident reporting
- ✓ Information Sharing
- ✓ CCTV management and operator training.

Consultancy

Our consultancy services are provided as both onsite and remote solutions and are tailored to each of our client's specific requirements as we appreciate that every organisation has different needs. We can provide any of the following solutions:

- ✓ GDPR/DP audits, with full report of findings and recommendations
- ✓ DSP Toolkit, advice, and reviews for submission
- ✓ Policies, procedures (including Privacy Notice) reviews and creation.
- ✓ DPIA reviews, incorporating findings into training
- ✓ Information Asset Register review and implementation, incorporating findings into training
- ✓ Data Flow Mapping audit
- ✓ Physical Security inspections with full report of findings and recommendations

Recent (2020) client testimonials

Online MS Teams Training

- ✓ *An excellent course well delivered, with excellent presenters/subject matter experts.*
- ✓ *Top class session really helped me and will in turn help my organisation, will be back for updates, if not before!*
- ✓ *It was really great being able to have a one-to-one session tailored with scenarios which were pertinent to the work we do within my organisation. BLS's extensive knowledge and experience were clearly evident from the start and throughout. The course was very interesting and though provoking. It will lead me to work with other senior managers to review all of our information governance arrangements to improve our practice and ensure we can evidence our decisions and processes. In addition, I would like to mention that the course administration was managed very well with good communication and a strong attention to detail. I would be very happy to recommend the training to others*
- ✓ *The online session was informative and helpful, thank you*

- ✓ *Thank you for adapting a session to work remotely at such short notice, it was very informative and engaging*

Bespoke Onsite Training

- *Very informative session, good audience participation which was encouraged in a comfortable and relaxed atmosphere. I leave with a few tasks to complete - thank you very much*
- *Brought a very dry subject alive by giving real life info and relevant examples - really enjoyed it!*
- *Thanks so much, took away a lot of hints and tips and what to watch out for. Live examples made it fun, thanks again*
- *Your knowledge and real-life experience made the training more relevant than previous SIRO courses I've been on*
- *Great Caldicott Guardian training, really like the relevant case studies, debate and conversation they provoked*
- *Very useful refresher and keeping up to date course!*

Compliance Audits

- *We were completely reassured by BLS' visit and report. They were thorough, professional and provided efficient and understandable feedback on areas that we need to develop around GDPR. We now feel confident that we understand what it means to be compliant ...and have a good recommendation on what we need to improve on*
- *The audit outcome was great, thank you. We are now working through all the recommendations in time for the (Data Security and Protection) submission. Great job done*
- *Thank you for your guidance and assurance*
- *Thank you so much its so reassuring to have an expert eye and opinion.*

Managed Services

- *Having BLS on board helps us feel confident that we are stepping in the right direction with any data protection issues or queries. All of our queries are answered promptly and thoroughly and always followed up where necessary. The team are very knowledgeable and a very reassuring resource to have to hand!*
- *Thank you very much indeed for your swift and brilliant advice – it is greatly appreciated as always*
- *Its always good to have an expert you can ask – thanks*
- *Excellent service and support as always.*