

Better Security, Better Care

Data Security & Protection Learning Resource for Adult Social Care – Invitation to Tender



1. Background

Better Security, Better Care (BSBC) is a national programme to improve data and cyber security in the adult social care provider sector. It is led by a programme board whose members include NHS Transformation Directorate, NHS Digital, NHS England and Improvement, the Local Government Association, the Association of Directors of Adult Social Services (ADASS) and, on behalf of the care provider sector, Digital Social Care. You can find out more about the programme [here](#).

The BSBC programme supports the adult social care sector with resources and assistance to help care providers complete the Data Security & Protection Toolkit (DSPT). The DSPT is a free, online self-assessment for health and care providers to evaluate and improve their data and cyber security. It is an ambitious programme with the aim that all CQC registered adult social care services will have completed the DSPT to 'standards met'. There are 26,000 care providers registered with the CQC and over 1.5 million staff working in care. The programme is delivered by a diverse group of care sector organisations, including many local care associations, with colleagues from the NHS, ADASS and local councils also involved.

Most care providers are small and medium sized enterprises (SME) who often do not have access to data and digital expertise and do not have internal learning and development capacity. Sourcing and regularly delivering suitable training on data security and protection, and cyber security, to frontline staff is one of the key challenges for SME care providers in completing the DSPT.

The BSBC Programme commissioned a piece of research last year to identify the data security and protection training needs of SME care providers, including how well current provision met those needs, and how the training market could be developed. The analysis showed that there is no easy to access, free and sector-appropriate national training available to social care providers. Following further research, the BSBC Programme agreed the principles and learning outcomes that will address the gaps identified in training provision within the sector.

2. Programme vision

To help adult social care services manage data and cyber security risks better, enabling the benefits of digital technology to be enjoyed without putting people's confidential information or the operation of services at risk.

To provide the assurance needed to allow health and social care providers to share information securely and effectively, leading to joined up care and consequently to

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better quality of care for the people our services support.

To develop and promote the Data security and Protection Toolkit (DSPT) as the best way for social care providers to achieve these aims.

3. Purpose of this project

The BSBC Programme will appoint a learning provider to develop and deliver the full suite of e-learning and graphic content that will address the current training gap. The project will include engagement with key sector stakeholders to develop a national learning resource that delivers the required learning outcomes and meets the needs of the range of SME care providers completing the DSPT.

4. Specification of learning outcomes

The required learning outcomes for frontline social care staff are as follows;

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:
 - a. being alert to social engineering
 - b. safe use of digital devices
 - c. safe keeping of physical records
4. Be able to identify data breaches and incidents and know what to do if one happens

5. Specification of delivery principles

The national learning resource will be designed and developed based on the following principles:

- The learning resource will be designed to meet the needs of smaller social care providers and the range of service types in the sector. It is assumed that large

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care provider organisations and local authority owned care settings will have access to bespoke, in-house training provision and are out of scope.

- The language, examples and scenarios in the learning resource must be specific to adult social care and reflect the range of job roles likely to work in SME care providers that have access to personal data.
- The learning resource should be presented as (at least) four learning modules, each with 'bite sized' learning materials that can be studied separately / at different times.
- The learning modules will be available in non-digital as well as digital formats and must meet accessibility standards. This should include asynchronous eLearning, an animation/video for use in in-person meetings/training to supplement the managers' discussion tool, a downloadable self-study learning workbook, training materials that can be used to deliver a facilitated training course, and a core messages infographic.
- Each learning module will have its own mandatory assessment with a pass mark of 80% and a mechanism to evidence compliance, such as being able to download a certificate of completion or an organisational report. The assessment should be able to be taken before, as well as after, the learning session so that if learners are already compliant (pass the assessment) they do not have to complete the eLearning.
- The learning resource will be free at the point of access and easily accessible from one central place, preferably a well-known sector support organisation such as Digital Social Care.
- Care provider organisations should be able to import the eLearning modules into their own organisation's virtual learning environment (if they have one) i.e. it should be technically possible to do that, and the content should be covered by an open licence.
- All learning resources must be accessible and meet national accessibility standards such as WCAG 2.1.

6. Timescales

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EOI deadline	18 November 2022
Submission review and clarifications	21 Nov – 2 Dec 2022
Contract award by	2 December 2022
Project go live from	5 December 2022
Project complete by	31st March 2023

7. Budget

The maximum available budget for this project is £150,000 (inclusive of VAT).

8. Invitation to Tender

Expressions of interest are invited to be submitted in writing to nadiasiouty@digitalsocialcare.co.uk by the closing date (please use attached application form and note word limits for each section).

Expressions of interest must include the following information:

- Company details
- A summary of relevant experience
- A summary of how you would approach this work and the process you would propose to follow
- Outline project plan with timescales
- Breakdown of proposed project budget including resource costings

This will be a single stage tendering process with expressions of interest being evaluated by a panel which may include representatives from any of the programme partners listed in the background above. The submissions scoring will be weighted towards those who can demonstrate relevant experience in the social care sector.

Experience	50%
Project Delivery	30%

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Budget	20%
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