

Valuing Our Information (VOI) - Update Report: June 2025

The VOI Programme has been delivering and, continues to deliver, on its mission of increased organisational efficiency, improvement and has addressed statutory compliance requirements across the Forestry Commission.

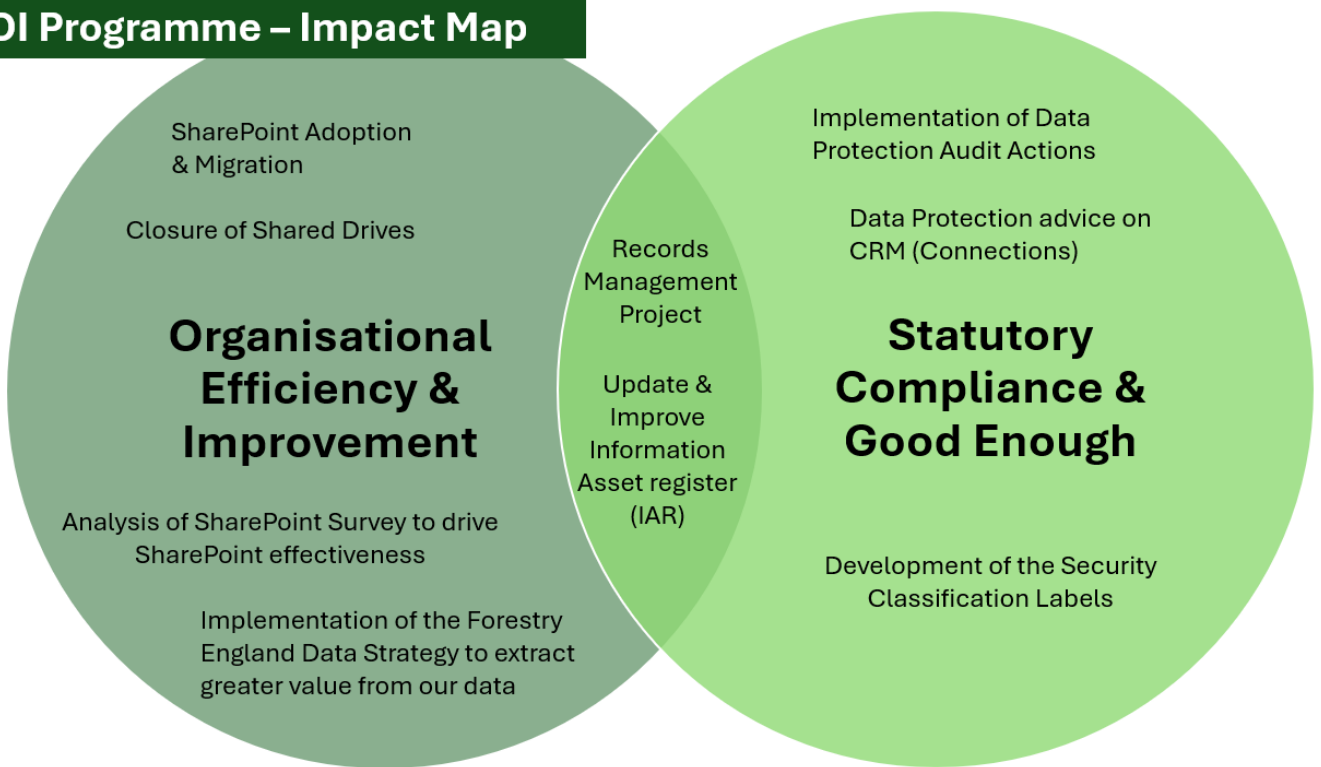
A critical metric is the assessment of Knowledge and Information Management (KIM) maturity model.. Following devolution in 2019, the Forestry Commission (England only) inherited an under-invested, non-compliant and unfit information infrastructure This was reflected in the lowest possible score in the assessment tool. We now continue to see positive change and the desired impact of VOI as a pan FC programme to tackle this issue. The Forestry Commission’s KIM maturity assessment has continued to improve. The assessment has improved from being ‘Absent’ increasing to ‘Defined / Embedded’. The visual below indicates the common maturity levels used and what they mean:

KIM Maturity Levels
<p style="text-align: center;">Optimised</p> <ul style="list-style-type: none"> • Strong culture amongst all staff where information management is viewed as fundamental. • Policies and processes include innovative practices in information management. • Information is proactively published where relevant, including consistent archiving of records. • Retention schedules are reviewed, followed and updated, with all documents being managed effectively
<p style="text-align: center;">Embedded</p> <ul style="list-style-type: none"> • Information governance is fully established across the organisation. • Policies and procedures are followed and are regularly reviewed. • Compliance with statutory information requests is 90% or over and some information is proactively published under a publication scheme. • Retention schedules are followed with a clear process to delete documents at the end of retention periods.
<p style="text-align: center;">Defined</p> <ul style="list-style-type: none"> • Formal policies, procedures and processes established. • Good awareness across the majority of the organisation. • Training programmes are in place and delivered for all staff. • Compliance with statutory information is high: 90% of requests being responded to within deadline. • Retention schedules are in place and available to staff.
<p style="text-align: center;">Developing</p> <ul style="list-style-type: none"> • Some processes and policies established. • Basic awareness of information management. • Some training is in development but is inconsistent or not delivered. Compliance with statutory information requests remains low but there is a defined process in place to respond to requests. • Retention schedules for keeping documents in development.
<p style="text-align: center;">Absent</p> <ul style="list-style-type: none"> • Minimal awareness of information management, inconsistent practices with minimal formal policies. • There is little or no training in place on information management. • Compliance with statutory information requests is very low. • No retention schedules for keeping documents; unnecessary information is kept for too long.

The Progress Report table on page 3, shows the detail of what objectives have been achieved along with the progress of work currently underway and planned future activities.

The diagram below gives a high-level overview of how the activities delivered through the programme map to the objectives and achieve cross-functional results in driving up our compliance and helping us modernise and become more efficient and effective as Forestry Commission.

VOI Programme – Impact Map



VOI Programme Workstreams - progress report at June 2025		
1	Enabling our information to be located while ensuring it is held and shared securely:	
	Delivery of SharePoint Sites - Forestry England & Commissioner's Office	Complete
	Delivery of SharePoint Sites -Forest Services	In development; intended for 2026/2027
	Delivery of SharePoint Sites - Forest Research	In progress, ongoing
	Development of access, storage and retention of files in SharePoint and MS Teams	In progress, on track as planned
	MS Teams retention policy, naming conventions guidance, external file sharing guidance, defined process of management of off-site physical files	All complete
2	Retain and maintain quality, accurate and trusted information for the right length of time	
	Migration of files from Shared Drives to SharePoint for Forestry England and Commissioner's Office.	Complete
	Migration of files from Shared Drives to the Forest Services Share	Complete
3	To ensure all information is managed in line with the FC KIM governance structure	
	Updates to the Information Asset Register (IAR), publish user guidance, training roll-out	In progress, on track as planned
4	Further improvement to SharePoint and Microsoft Teams	
	Development of Government Security Classification labels	In progress, on track
	Protection of high value records in SharePoint, improved folder and file navigation, review of permission levels, management of metadata	Not started
5	Advice on the development of current and future business systems (e.g. SharePoint & Connections)	
	Analysis of SharePoint Survey data to identify themes and future development	In progress, on track as planned
	Continued advisory role on the data protection aspects on the CRM project (Connections)	In progress, on track as planned
6	Records Management Project - digital first approach	
	Research phase - visits across the Estate to collect information on Forestry England and Forest Services records held, identification of individual issues and risks to each district	Complete
	Paper on different on digitalising records: discussion and decision	In progress, on track
	Implement the preferred option to digitisation of our records	Not started
7	Phased approach to the Forestry England Data Strategy	
	Build a clear understanding of our current data assets and data literacy across Forestry England through a Data Literacy Survey for staff	In progress, on track as planned
	Develop systems, processes, and tools to improve data consistency and integration	On track but dependent on findings from the Data Literacy Survey.
	Achieve transformative improvements in data management, analytics, and collaboration	On track but dependent on findings from the Data Literacy Survey.
8	Implement the 9 recommendations from the Data Protection Audit	
	Review of governance arrangements for data protection, including an oversight forum	In progress, on track as planned
	Establish a programme of internal data protection assurance checks	In progress, on track as planned
	Review of the Data Protection Policy and existing guidance	In progress, on track as planned
	Establish a generic email address for data protection and ensure this is referenced in policies, procedures and webpages	Complete
	Review of mandatory training for data protection, including additional training for Information Asset Owners and reporting on completed training	In progress, on track
	Regular reviews of Forestry Commission retention schedules	In progress, on track
	Implement processes to ensure the deletion of personal data when required and that these processes are built into new systems	Planned for completion by end of calendar year 2025, as agreed with auditors.

	Establish a central log to record requests to access personal data (subject access requests) and ensure that management information is provided	In progress, on track
	Review of guidance on reporting personal data breaches, including establishing a log of breaches and near misses	In progress, on track

VOI Programme Lead

VOI Programme SRO