

NEWSLETTER



Sussex
Digital
In-Reach
Team

Supporting Care Providers in Sussex

Welcome to The Sussex Digital Team Newsletter. We hope you find the information here helpful as you explore and grow your digital journey within your care setting. QR codes and website links are available in this newsletter to enable you to access more information.



ARE YOU ATTENDING THE SUSSEX CARE SHOW?

Wednesday 16th September 2026

Brighton Racecourse

Book your tickets here:

www.careshowcase.org.uk

GROWING OUR REACH WHILE STAYING TRUE TO OUR ROOTS.....

The Sussex Digital In-Reach Team was created to provide care organisations with practical, approachable digital support from people who understand social care.

As our experience has grown, so has demand from providers facing similar challenges across England. To help meet this need, we are developing our commercial arm, the Digital Training Team, making our specialist knowledge available more widely.

Importantly, our core offer to Sussex care providers remains unchanged and completely free. For organisations seeking additional, tailored support—or for providers outside Sussex—the Digital Training Team is there to help.



One area of support is preparing for Cyber Essentials, the government-backed certification scheme designed to protect organisations against common cyber threats. We can guide providers through the process in plain language, helping them understand the assessment, define which systems and devices are included, and prepare across its five key controls:

- Firewalls
- Secure configuration
- Security update management
- User access control
- Malware protection



Support can include reviewing staff accounts and access permissions, introducing multi-factor authentication, identifying unsupported software, checking device protection and helping managers gather the information needed for their application.

We can also help organisations strengthen policies and procedures, improve phishing awareness and provide practical training in password security, safe email use, personal-data protection and cyber-incident reporting. Wider digital-skills training can cover Microsoft 365 and the safe use of digital care systems, electronic records and mobile devices.

As artificial intelligence becomes more widely used, the Digital Training Team can also support its safe, ethical and practical application in social care. This includes helping providers understand issues such as privacy, accuracy, accountability and the importance of human oversight.

The Digital Training Team is partially owned by the care associations. This keeps it closely connected to the sector and means care providers continue to benefit through that arrangement as the service grows.

Our reach may be expanding, but our values remain the same: practical support shaped by social care and delivered by people who understand it.

For more information please [visit our website](#) or contact Nada on

nada@digitaltrainingteam.co.uk



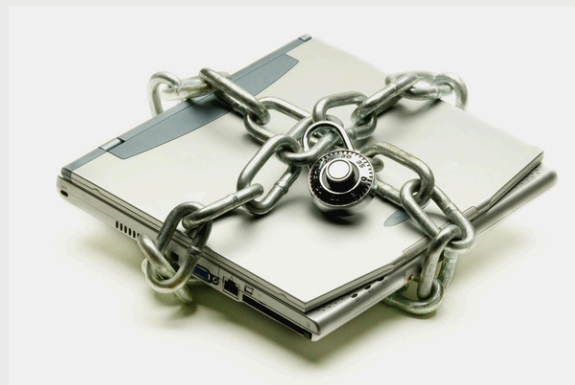
HOW BITLOCKER PINS HELP PROTECT YOUR DATA AND DEVICES

USING A PIN MITIGATES MANY BITLOCKER VULNERABILITIES. MAKE SURE YOU'RE READY FOR THE NEXT ONE...

The NCSC provides guidance on how to securely configure Microsoft Windows. This includes setting up BitLocker, which encrypts your device to protect the data and the operating system from tampering. Our guidance recommends that BitLocker be configured to require a PIN before decrypting your device.

However, many organisations use BitLocker without a PIN, leaving their devices vulnerable. In this blog we explain why a PIN is so important, and what to do if – for whatever reason – you can't use a PIN.

To read more please visit: [The National Cyber Security Centre](#)



FRONTIER AI: WHAT YOU NEED TO KNOW

THE ENHANCED THREAT FROM AI-POWERED CYBER ATTACKS IS REAL, BUT ORGANISATIONS CAN USE AI TO IMPROVE DEFENCES AND EMBRACE OPPORTUNITIES.

Artificial intelligence (AI) is no longer a distant or speculative issue for cyber security. The most advanced AI tools, often referred to as frontier AI, make it easier, faster and cheaper for even low-skilled hackers to carry out sophisticated cyber attacks.

Key messages for leaders and board members

- AI is making it easier and faster for criminals to attack those organisations that do not have basic cyber security protections in place.
- The NCSC believes that AI will ultimately be a 'net positive' for cyber security, but the path to reaching this point requires urgent action now and board-level engagement.
- The rise of agentic AI tools (a new class of frontier AI) means organisations need to understand how they are used, and what access they have to systems and data.
- Maintaining good cyber security fundamentals remains the best way to protect your organisation from all digital threats, whether those are AI-assisted or not.

What does frontier AI mean for cyber security?

Cyber attacks which once required specialist skills (such as writing code, understanding system architecture, or discovering weaknesses in computer systems) can increasingly be automated using AI. This does not fundamentally change cyber risk, but it does increase the speed and scale at which existing weaknesses can be found and exploited.

Agentic AI tools - a new class of frontier AI - go even further and can plan, make decisions and take actions on your behalf.

However, by carefully adopting frontier AI tools, network defenders can retain an advantage over cyber criminals. Technology suppliers are already using AI to identify and fix vulnerabilities in their products and services to protect users from new threats.

Organisations that act now can strengthen their resilience, reduce future disruption and demonstrate to customers, prospects and suppliers that they're ready to face the future opportunities that AI promises. Those that delay risk exposing their organisation to a wave of vulnerabilities that AI tools are rapidly exploiting.

To read more about the guidelines for a secure AI system development then please [read more here](#):



DATA SECURITY PROTECTION TOOLKIT - DSPT

The DSPT is a free, online self-assessment of health and social care providers' data security and protection policies, procedures and processes.

It is not just about technology and digital records – it is about any information that care providers hold about any person – staff, clients, funders, partners or visitors – including paper records.

By answering a series of questions, care providers can demonstrate that they are compliant with data protection legislation, the health and social care data security standards, and good practice.

The DSPT for social care is specifically designed for adult care providers.



FREQUENTLY ASKED QUESTIONS



Qu: Who needs to complete the DSP toolkit?

Any health and care organisation in England—or any third-party supplier—that handles NHS patient data, connects to NHS systems (like NHSmail), or provides goods and services to the NHS must complete the Data Security and Protection Toolkit (DSPT) annually.

Qu: Who is Required to Complete It?

- NHS Bodies: Trusts, Integrated Care Boards (ICBs), and commissioning support units.
- Primary Care: General practices (GPs), Primary Care Networks (PCNs), dental practices, community pharmacies, and opticians.
- Social Care: Adult social care providers, care homes, and domiciliary care agencies.
- Third-Party Suppliers: Any external commercial vendor, software provider, or medical supplier contracted to supply services or goods to the NHS. Data Security and Protection Toolkit (DSPT)

Qu: What do I do before I register?

- You can download the Pre-DSPT checklist to help you prepare.



Before you register on the DSPT, check that you have:

- an email address (we suggest you use a generic one rather than a personal or individual address that is easily accessible by staff within the care business)
- your ODS Code. You can look this up by visiting the ODS portal or visit our short guide on ODS codes.
- Your Information Commissioner's Office (ICO) registration number. You must be registered with the Information Commissioner's Office.

Qu: Where can I get help if I cannot answer some of the questions?

- There are a few organisations that run sessions around the DSPT via online training sessions. Please see The [Digital Care Hub](#) or the [Sussex Digital Teams](#) pages for updates
- However, we also offer a FREE one to one meeting with your DSPT Lead to meet face to face or remotely to help you complete your toolkit and get it submitted. To get a meeting booked please contact us on:

Nada@sussexdigitalteam.co.uk or Natasha@sussexdigitalteam.co.uk

- You can also contact the helpdesk on:

Telephone: 0300 303 5035

Opening times: Monday to Friday, 8am to 5pm. Closed bank holidays.

Email: ssd.nationalservicedesk@nhs.net

Please provide your ODS code or address when contacting us by email.

**Qu: Our company is made up of several divisions... should we complete one assessment or one for each division?**

- If you are a single legal entity and have a single ICO registration but have multiple sites, one toolkit could cover them all. Please contact the helpdesk and we will provide access to Headquarters 'HQ' functionality and/or help you publish for all your sites.
- If you have multiple legal entities, with multiple ICO registrations, it is unlikely that a single toolkit will cover everything. We would be happy to discuss how atypical organisations can make best use of the toolkit.

Qu: We are an Independent Sector Healthcare Provider (ISHP)/ Non-NHS organisation applying for NHSmail. Do we have to do the DSP Toolkit at HQ/Provider level or at a site by site level?

- You will be required to complete a DSP Toolkit at HQ/Provider level. Further information is available at [The Digital Care Hub](#) on registering sites and HQs. It was written for the social care sector but the advice is the same for ISHPs.

Qu: What is changing to the DSPT in September 2026?

- Join us for our next FREE online event to explore the new changes to the DSP Toolkit. On [Wednesday 30th September](#) at 11am. The new version is very similar to the previous toolkit, with a few changes to the wording and clearer guidance to help you complete it. Republishing early gives you plenty of time to review your answers, update anything that has changed and ask for support if you need it.

FREE EVENTS THIS MONTH

Don't forget to book onto our **FREE** online events this month. Use the QR codes to go straight to each booking page.

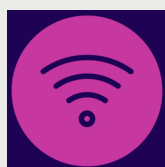


**THURSDAY 24TH
SEPTEMBER
IN CRAWLEY**

PRACTICAL DSPT WORKSHOP FOR SOCIAL CARE PROVIDERS

This workshop is designed for social care providers who want to publish or republish their DSPT (Data Security and Protection Toolkit). We will take you through each section of the toolkit, step by step, providing practical guidance on how to meet the required standards.

**TUESDAY 29TH
SEPTEMBER
IN EASTBOURNE**



Digital
Care Hub



THURSDAY 17TH SEPTEMBER

DATA STANDARDS: STAYING COMPLIANT AS THE HOME OFFICE GOES DIGITAL

The Home Office's move to digital immigration and sponsorship processes is changing how care providers manage compliance.



Digital
Care Hub



**THURSDAY 10TH
SEPTEMBER**

SMARTER CARE THROUGH BETTER STANDARDS

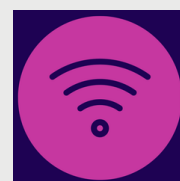
This webinar will translate what can appear to be a complex policy area into practical, plain English guidance.



**WEDNESDAY 9TH
SEPTEMBER**

LEARNING DISABILITIES PROVIDERS WEB FORUM

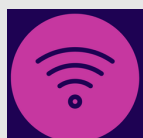
A dedicated online forum for providers supporting people with learning disabilities to hear the latest sector updates from experts, explore service-specific challenges, and share ideas to strengthen ongoing support.



**WEDNESDAY 30TH
SEPTEMBER**

THE NEW DSPT IS HERE: REVIEW AND REPUBLISH EARLY

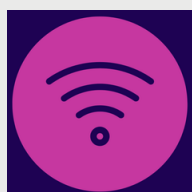
The new DSPT is here. Join our practical workshop to review the changes, update your answers and republish early with expert support.



*Book!
Now!*

FREE EVENTS THIS MONTH

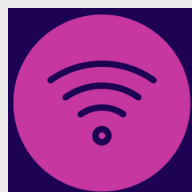
Don't forget to book onto our FREE online events this month. Use the QR codes to go straight to each booking page.



TUESDAY 8 SEPTEMBER

**BUSINESS CONTINUITY: A PRACTICAL
CYBER EXERCISE**

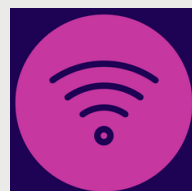
A hands-on cyber exercise helping social care providers test continuity plans, manage disruption and identify priority improvements.



THURSDAY 17TH SEPTEMBER

**MANAGING PERSONAL DEVICES AT
WORK - A PRACTICAL SESSION**

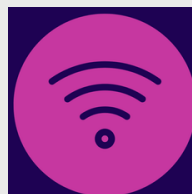
Integrate personal devices into the workplace while safeguarding data and ensuring compliance



THURSDAY 17TH SEPTEMBER

**NHS.NET CONNECT AND
LAUNCHPAD: WHAT'S CHANGING?**

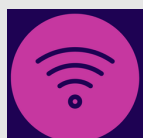
Explore NHS.net Connect changes, mailbox owner responsibilities and support routes



TUESDAY 22 SEPTEMBER

**PRACTICAL IT SKILLS WORKSHOP
- IT SYSTEMS AND DEVICES**

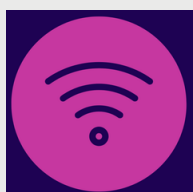
A hands-on workshop exploring essential IT skills for cyber and data security to safeguard your digital world.



*Book!
Now!*

FREE EVENTS THIS MONTH

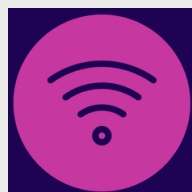
Don't forget to book onto our FREE online events this month. Use the QR codes to go straight to each booking page.



TUESDAY 22 SEPTEMBER

MS EXCEL TOOLS

Learn how to supercharge your Excel skills with our MS Excel Tools event - discover new tips, tricks, and tools to excel in spreadsheets!



THURSDAY 24 SEPTEMBER

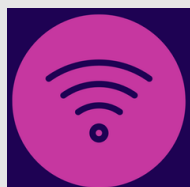
GETTING TO GRIPS WITH ROPA AND INFORMATION ASSET REGISTERS

This one-hour practical workshop will guide you step by step through creating and maintaining a ROPA and IAR that are both useful and compliant.



WEDNESDAY 30 SEPTEMBER

The latest version of the Data Security and Protection Toolkit (DSPT) is now available, so there is no need to wait until the 30 June deadline to republish. The new version is very similar to the previous toolkit, with a few changes to the wording and clearer guidance to help you complete it. Republishing early gives you plenty of time to review your answers, update anything that has changed and ask for support if you need it.



Book Now!

OTHER UPCOMING EVENTS....



FREE DIGITAL HEALTH CHECKS FOR CARE PROVIDERS

HOW SECURE ARE YOUR SYSTEMS?

2-HOUR ON-SITE VISIT OR REMOTE APPOINTMENT

Book your free Digital Health Check | Sussex Digital In-Reach Team

You've completed your DSPT (the NHS free Data Security & Protection Toolkit), and you've published to Standards Met, or even Standards Exceeded. You have probably completed the toolkit to get an NHS email address, or to access GP Connect or Plexus Shared Care Record.

Data and Cyber Security is so much more than completing a toolkit asking what policies you have in place, it is making sure that those policies are understood by all people who have access to sensitive information and share that data, whether on paper or digitally, probably over the internet (including email and wifi/bluetooth). It is also about building a security wall around your business.

How would you appreciate a **Free Health Check** to make sure your systems are secure and your staff understand the importance of the policies you have put in place?

This is not a test, it is designed to offer you helpful advice on how you could improve your data sharing infrastructure.

What will happen during a Health Check?

- We will need some of your time!
- We will need access to your current policies and understand how they are being circulated and understood by staff/stakeholders. We can help you design or update any missing policies.
- We will need to understand how your devices are being used. Are staff using their own devices, if so how are you protecting the information they have access to?
- Are devices encrypted? A simple method could prevent a lost laptop/handset/phone cause a massive data breach. Talk to us.

And after

- We will provide a considered and detailed report, identifying areas you may wish to consider.

Any information collected during your Health Check will be anonymised.

Our service is funded by the NHS Transformative Directorive

OTHER UPCOMING EVENTS....



WE WILL HOST OUR FIRST DIGITAL CARE SUMMIT LONDON ON 23 SEPTEMBER 2026, BRINGING TOGETHER LEADERS FROM ADULT SOCIAL CARE, HEALTH AND TECHNOLOGY FOR A PRACTICAL DAY OF DISCUSSION AND SHARED LEARNING.

THE SUMMIT WILL FOCUS ON:

- Digital transformation
- Partnership working
- Neighbourhood health
- With sessions exploring how digital tools, better data sharing and stronger collaboration can support more joined-up, preventative and person-centred care.

We are particularly pleased to be developing the programme in partnership with people with lived experience, Care City, London Care and Support Forum, Care Providers' Voice and NHS colleagues.

Further details, including the agenda, will be added shortly.

WHO SHOULD ATTEND

The event is aimed at registered managers, directors and other care provider leaders, as well as wider system partners such as NHS colleagues, local authorities, technology suppliers and sector experts – including people drawing on care, unpaid carers and care workers.

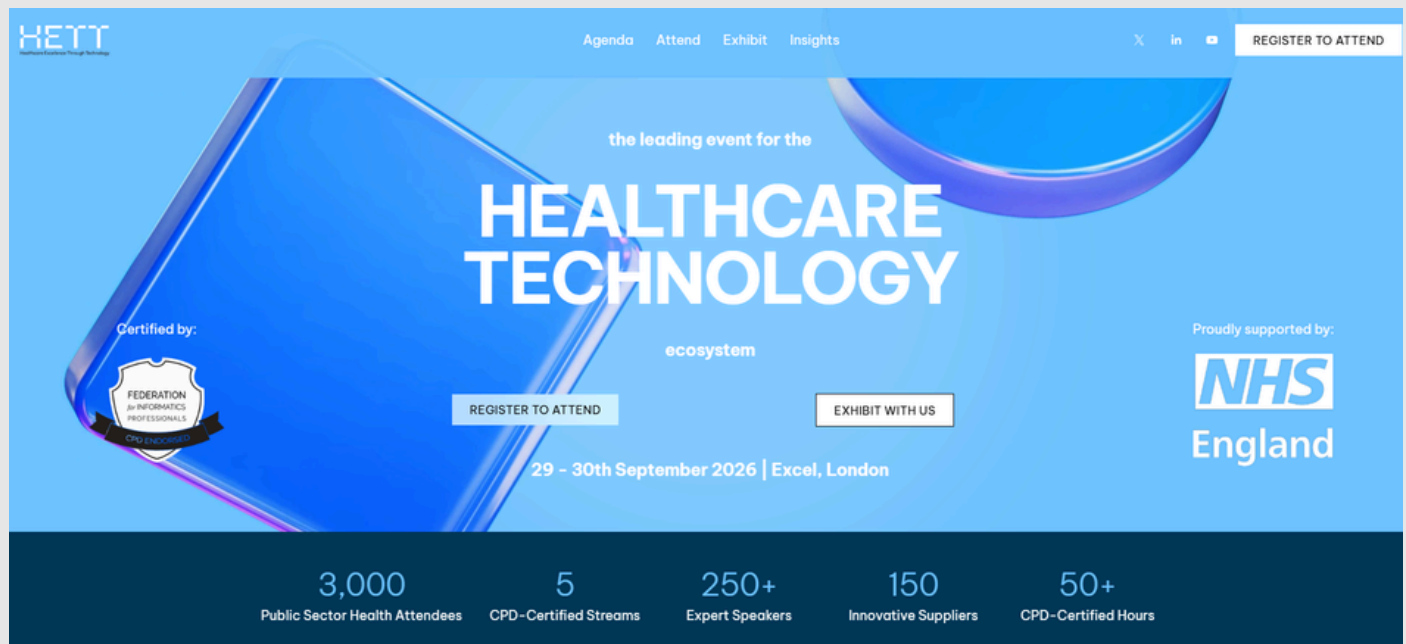
APPLY FOR A PLACE

Delegates can apply for a place at the event now by completing our short form. We will use this information to help plan the content and ensure we have a spread of delegates. Places are limited so we cannot guarantee that everyone who applies will be able to attend. We will confirm if you have been offered a delegate place and provide you with full registration details at a later date.

REGISTER YOUR INTEREST



OTHER UPCOMING EVENTS.... HETT SHOW



We're excited to be partnering with the HETT Show (Healthcare Excellence Through Technology), taking place at ExCeL London on 29–30 September 2026.

HETT is one of the UK's leading events for digital health, bringing together thousands of professionals from across the NHS, local government and social care to explore how technology is transforming the way care is delivered.

As a partner, Digital Care Hub will be supporting conversations that matter to adult social care – helping ensure the sector is represented within wider discussions about digital transformation, data, cyber security, and innovation.

Across the two days, the event offers a packed programme of expert-led sessions, practical insights, and interactive learning opportunities, alongside a large exhibition of suppliers and solutions shaping the future of health and care.

HETT provides a valuable space to:

- Learn from real-world examples of digital transformation in practice
- Explore new technologies and tools supporting frontline care
- Connect with peers across health and social care
- Take away practical ideas to improve care quality and outcomes

For adult social care, events like HETT are an important opportunity to connect with the wider health and tech community, share experiences, and ensure that digital solutions reflect the needs of the sector.

Whether you're already progressing your digital journey or just getting started, HETT is a chance to hear what's happening across the system and be part of shaping what comes next.



**THE FIRST ANNUAL BRIGHTON AND HOVE CARE AWARDS
THURSDAY 17TH SEPTEMBER 2026 6:30 PM - 1:00 AM
HILTON BRIGHTON METROPOLE, BN1 2FU**

Join us for the first ever Brighton & Hove Care Awards — a black-tie celebration of the dedication, compassion and professionalism shown every day by those working in and around care across the city, proudly supported by Brighton & Hove City Council.

The evening will include a welcome drinks reception, three-course dinner, and a prestigious awards ceremony hosted by a professional Master of Ceremonies, recognising outstanding individuals and teams across twelve award categories.

The evening will also feature entertainment and a charity raffle in support of local dementia charities — held alongside the introduction of our new Dementia Care Award for 2026.

Finalists receive one complimentary place at the ceremony. Team Awards finalists receive two complimentary places at the Ceremony.

**BOOK YOUR TICKETS NOW - TICKET SALES
HAVE BEEN EXTENDED!**



FOLLOW US ON FACEBOOK

Be the first to hear about upcoming events, latest news and helpful resources — follow our Facebook page today.

Don't miss a thing — stay connected with everything happening in your area.
Simply click the link below and hit Follow to join our community.



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www.sussexdigitalteam.co.uk

