

## Performance Indicators in Fulfilling Statutory Information Requests – Reporting Period 1<sup>st</sup> April 2023 – 31<sup>st</sup> December 2023

### Freedom of Information Requests

Below are some performance indicators on the number of requests received under the Freedom of Information Act 2000 and our compliance with statutory response timescales. Although FOI requests do not concern the compliance with handling personal data, these figures are relevant to demonstrate our overall compliance with statutory information requests that are of interest to the ICO.

Reporting year	No. of FOIs received during reporting period	No. of FOIs completed during reporting period (includes closed FOIs from previous spreadsheets)	No. of FOIs completed within the statutory timescale	No. of open FOIs (2023-24 spreadsheet)	No. of open FOIs (2022-23 spreadsheet)	No. of overdue FOIs (provided from Oct 2019 onwards)	Percentage compliance rate <b>within</b> the statutory timescale
Apr-Jun 2022	279	471	195	-	68	128	41%
Jul-Sep 2022	265	385	210	-	37	48	54%
Oct-Dec 2022	279	265	220	-	1	1	83%
Jan-Mar 2023	385	333	282	-	68	68	93%
<b>Total for the Year</b>	<b>1,208</b>	<b>1,454</b>	<b>907</b>	-	-	-	-
Apr-Jun 2023	332	316	260	62	68	103	82%
Jul-Sep 2023	331	242	212	30	9	39	87%
Oct-Dec 2023	296	314	168	102	9	76	52%
Jan-Mar 2024							
<b>Total for the Year</b>	<b>960</b>	<b>872</b>	<b>640</b>	-	-	-	-

**Please Note:** Figures for **Number of open FOIs** and **Number of overdue FOIs** are as of 23<sup>rd</sup> February 2024.

### Progress Towards Achieving Backlog of Information Sharing Agreements

There are 128 ISAs awaiting action (not yet started or existing ones requiring review). The breakdown is provided below.

Some of the more urgent ISAs are being reviewed alongside the DPO, however this is a project in itself and currently CDU do not have the resources to complete a full review of new or ongoing requests.

Due to the MCA, all district Council ISAs still need to be reviewed due to the changes taking place in May.

Duplicate ISAs still need to be reviewed to see if one overarching ISA can be created and then separate Appendices added for different SNC areas or sharing. E.g. Pubwatch, Shopwatch

Following this, the SharePoint site will be further updated.

	Oct-Dec 2022	Jan-Mar 2023	Apr-Jun 2023	Jul 2023	Aug 2023	Sep 2023	Oct 2023	Nov 2023	Dec 2023
<b>Existing ISA's to be reviewed</b>									
Review Required	6	17	4	6	6	6	6	5	5
New Template Required	5	15	5	5	5	5	5	12	12
<b>New ISA's/Queries</b>									
Not yet started	122	110	124	124	124	125	127	121	123
With Business Area	23	22	25	25	25	24	24	24	24
With CDU Decision Maker	14	14	13	15	15	15	15	15	15
With Lawyer/DPO/IAO	11	10	10	10	10	11	11	11	11
ISAs that have been cross referenced with DPO list status to be updated	33	33	33	33	33	33	33	33	33

### Subject Access Requests

Individuals have the right under the data protection legislation to request their personal data. These numbers report of valid requests only and discounts those that were not validated (ie. no ID received, fee not received under DPA 98, nor scope of request defined).

Reporting year	No. of SARs received during reporting period	No. of SARs completed during reporting period	No. of SARs completed within the statutory timescale	Percentage compliance rate <b>within</b> the statutory timescale
Apr-Jun 2022	98	87	37	42%
Jul-Sep 2022	105	132	69	52%
Oct-Dec 2022	73	93	41	44%
Jan-Mar 2023	141	128	92	65%
<b>Total for the Year</b>	<b>417</b>	<b>440</b>	<b>239</b>	<b>54%</b>
Apr-Jun 2023	109	141	94	67%
Jul-Sep 2023	147	131	93	71%
Oct-Dec 2023	122	141	90	64%
Jan-Mar 2024				
<b>Total for the Year</b>				

## Rectification and Erasure Requests

Individuals have the right under the legislation to request the rectification of their personal data and to request the erasure of their personal data (also known as the 'right to be forgotten').

Reporting year	No. of valid requests received during reporting period	No. of requests b'fwd from previous quarter	No. of requests completed during reporting period	No. of requests to carry forward to next period	No. of requests completed within statutory timescale during reporting period	Percentage compliance rate <b>within</b> the statutory timescale responded to during the period
Apr-Jun 2022	10	0	8	2	7	87.5%
Jul-Sep 2022	4	2	6	0	6	100%
Oct-Dec 2022	11	0	11	0	11	100%
Jan-Mar 2023	10	0	9	1	9	100%
Total for the Year	35	2	34	3	33	97%
Apr-Jun 2023	6	1	7	1	7	100%
Jul-Sep 2023	7	1	8	1	8	100%
Oct-Dec 2023	14	1	15	1	15	100%
Jan-Mar 2024						
Total for the Year (Up to quarter 3)	27	3	30	3	30	100%

## Other Information Rights Requests

Individuals have other rights under the data protection legislation, these include: the right to restrict processing, the right to data portability, the right to object to processing, the right to object to automated decision making and the right to complain to the Information Commissioner.

These rights are exercised less often than the aforementioned rights, further information is provided below:

### Complaints made by data subject to the Information Commissioner's Office (ICO)

During quarter 2 (Jul-Sep 2023), there were **0 complaints** made to the ICO by a member of the public in relation to the handling of their personal data or processing of their information rights (rectification related complaint).

During quarter 3 (Oct-Dec 2023), there was **1 complaint** made to the ICO by a member of the public in relation to the handling of their personal data or processing of their information rights (rectification related complaint).

### Other Information Rights

Other than the aforementioned subject access requests, rectification and erasure requests and the right to complain, we have received **1 complaint** directly from the data subject with regards to the handling of their data from Jul-Sep 2023.

Other than the aforementioned subject access requests, rectification and erasure requests and the right to complain, we have received **4 complaints** directly from the data subject with regards to the handling of their data from Oct-Dec 2023.

### Independent reviews

The DPO conducts independent reviews when individuals ask for them. This sometimes alleviates individuals from complaining to the ICO. For Jul-Sep 2023 there have been **2 independent SAR reviews and 0 independent reviews of Rectification and Erasure requests**.

For Oct-Dec 2023 there has been **4 independent SAR reviews and 0 independent reviews of Rectification and Erasure requests**.

Reporting year	No. of complaints from ICO	No. of Complaints from data subject	No. of SAR independent reviews	No. of REC & ERA independent reviews
Apr-Jun 2022	4	5	3	0
Jul-Sep 2022	0	2	0	1
Oct-Dec 2022	1	0	1	1
Jan-Mar 2023	1	0	1	0
<b>Total for the Year</b>	<b>6</b>	<b>7</b>	<b>5</b>	<b>2</b>
Apr-Jun 2023	2	5	1	2
Jul-Sep 2023	0	1	2	0
Oct-Dec 2023	1	4	4	0
Jan-Mar 2024				
<b>Total for the Year</b>				

### **Personal Data Breaches**

The following data breaches have been received for the reporting period. These are confirmed data breaches and do not include those reports of data breaches that have been discounted following further investigation.

Reporting year	No. of confirmed personal data breaches reported	No. of breaches reported to the ICO	No. of breaches where we've notified data subjects
Apr-Jun 2022	173	2	1
Jul-Sep 2022	172	0	0
Oct-Dec 2022	83	0	0
Jan-Mar 2023	53	0	0
<b>Total for the Year</b>	<b>481</b>	<b>2</b>	<b>1</b>
Apr-Jun 2023	37	1	0

Jul-Sep 2023	75	3	0
Oct-Dec 2023	55	3	0
Jan-Mar 2024			
<b>Total for the Year</b>			

### Progress Towards ICO Recommendations

This section reports on progress towards the completion of recommendations NYP accepted to implement following the ICO consensual audit in July 2019. The report will not include recommendations issued and actioned prior to July 2019, but instead will include recommendations issued as a result of data breaches, complaints made to the ICO and the ICO audit recommendations since July 2019.

Source of ICO recommendation	No. of recommendations	No. completed or rejected	No. outstanding
Following hard copy book data breach (outcome Aug 19)	7	7 completed	0
ICO audit (Jul 19)	53	<b>44 completed (increase of 1)</b>	9 in progress
Following disclosure of report breach (outcome Dec 20)	7	7 completed	0
Following disclosure of information to an employer (outcome Jan 21)	5	5 completed	0
Following disclosure of inaccurate DVDS notice (outcome Feb 21)	7	7 completed	0
Following Clearview AI incident (outcome Jan 2022)	0	2 completed	0
Following postal charge sent to nominal's previous address incident (outcome Jan 2022, inc reported 2 <sup>nd</sup> Nov)	3	0	3 in progress
Following an incident of verbal disclosure by Officer disclosing the home address of a victim/suspect affecting one individual (outcome Jan 2022)	5	2	3 in Progress

Following incident whereby driver was convicted twice of an offence (outcome March 2022)	3	0	3 in progress
Following incident whereby 3 laptops containing IIOC were misplaced (Outcome April 2022)	3	0	3 in progress
Following incident of unauthorised disclosure of allegations to family members (Outcome May 2022)	3	0	2 in progress
Following a PNB going missing in the public domain (outcome April 2023)	4	2	2 in progress

### Progress Towards Achieving Backlog Activities Relating to Data Protection Legislative Reform

Due to significant resourcing issues within the compliance team, prioritisation has been with managing urgent incoming work. The Data Protection team is carrying numerous vacancies and backlog activities will be reconsidered when the BDA review has taken place and resourcing/recruitment activities are able to recommence.

This report updates IAB on the work outstanding to satisfy the various compliance activities:

Source of backlog activity	No. of controls	No. of controls completed or rejected	No. of controls outstanding
ICO self assessment toolkit	<b>241</b>	<b>236 (increase of 23)</b>	<b>5</b>
APP College of Policing data protection standards	<b>42</b>	<b>42</b>	<b>0</b>
NPCC data protection controls	<b>78</b>	<b>74</b>	<b>4</b>
RSM internal audit report	<b>44</b>	<b>40 (increase of 1)</b>	<b>4</b>
Actions identified in internal information asset audit	<b>435</b>	<b>378 (increase of 24)</b>	<b>57</b>

Some of the controls from each source may overlap.

### Training Compliance Rates – College Learn Managing Information Module

The latest Dashboard (March 2024) shows the completion of the **Managing Information** package which was due for mandatory completion by 26<sup>th</sup> July 2019, now stands at:

Managing Information – Operational **92.35%** (an increase of 1.64%)

Managing Information – Non-operational **87.62%** (an increase of 22.35%)