

## Information Incident Report Form

This form is for managers and/or senior managers to complete, following the initial report of an information incident. It should not take more than 15 minutes to complete.

If you are unsure about the procedures for managing an information incident, you should read the Council's [Information Incident Policy](#).

Please provide as much information as possible. If you do not know the answer or you are waiting on the completion of further enquiries please state this and indicate when this information may be available. In addition to completing the form below, please provide any other supporting information that maybe relevant.

In the wake of an information incident, swift containment and recovery of the situation is vital. Every effort should be taken to minimise the potential impact on affected individuals and the Council, and details of the steps taken to achieve this should be included in this form.

### Contact Details

Please provide your contact details should we require further information concerning the incident (Name and job title, email address and contact telephone number)	
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### Details of the information incident

Please describe the incident in as much detail as possible.	
When did the incident happen?	
How did the incident happen?	
If there has been a delay in reporting the incident via the ICT Service Desk please explain your reason(s) for this.	
What measures and operational controls were in place to prevent and/or detect an incident of this nature occurring?	

### Personal data placed at risk

What, if any, personal data has been placed at risk? Please specify if any financial, commercial or personal sensitive data has been affected and provide details of the extent.	
How many individuals have been affected?	
Have the affected individuals been made aware that an incident has occurred?	
What are the potential risks, consequences and adverse effects on those individuals?	
Have any of the affected individuals complained about the incident and if so, what action has been taken?	

## Containment and Recovery

Has any action been taken to minimise/mitigate the effect on the affected individual(s)? If so, please provide details.	
Has the information placed at risk now been recovered? If so, please provide details of how and when this occurred.	
Have any steps been taken to prevent a recurrence of this incident? If so, please provide details.	
Who have you informed about the incident, both internal and external? For example, in the event of theft, have the Police been informed and do you have a crime number?	

## Training and guidance

Please confirm that all employees involved with the incident have successfully completed the Council's mandatory 'Protecting Information' training?	
Has any additional Information Governance training been provided? If so, please provide details.	
Has any specific detailed operational guidance been developed and provided to staff on handling information, including the use of Council IT equipment? If so, please provide details.	

## Previous information incidents

Have you reported any previous information incidents in the last year?	
If the answer is yes, please provide brief details.	

## Investigation

Have you asked any questions to determine the circumstances leading to the loss of information? If so, please provide details.	
What, if any actions have been taken to preserve evidence and/or create an audit trail relating to the information incident?	
What, if any, remedial actions have been taken since the information incident occurred to prevent any recurrence?	

Where remedial actions have been identified what timescales have been agreed for their implementation? Please provide details.	
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### **Sending this form**

Send your completed form and any related attachments within 1 day of the date of the incident to [IG@wolverhampton.gov.uk](mailto:IG@wolverhampton.gov.uk) with 'Information Incident Report Form' in the subject field.

### **What happens next?**

When we receive this form, we will contact you to provide:

- An incident reference number; and
- Information about our next steps

If you need any help in completing this form, please contact Martin Eades, Senior Information Governance Officer, Telephone number: 01902 558653.

<b>Information Governance Team Use Only:</b>	
ICT Reference Number	
WCC Incident Reference Number	

Severity / Impact Rating	
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