

Information Governance Summary

Quarter Two

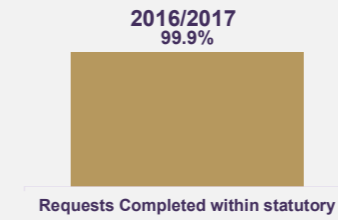
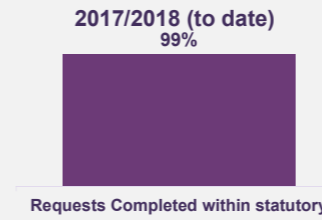
2017/2018

Freedom of Information

Requests received and percentage complete within statutory timeframe

Corporate		People		Place		Education		WMPF		Housing			
107	98%	70	100%	36	100%	8	100%	2	100%	19	100%		
Shared Requests Received		9											
Complete in Statutory		100%											

Requests Received	Completed within Statutory Timeframe
251	99.2%



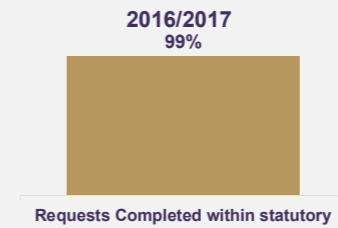
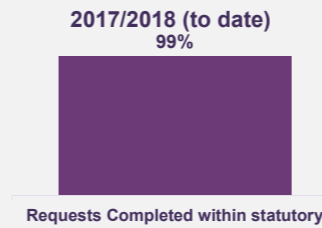
251 requests were received for Freedom of Information. All but two valid requests were responded to within the statutory 20-day timeframe, which equates to a 99% response rate. This was the result of one late submission of information and one request where there was a query at authorisation, resulting in a delay in issuing the final response to the requester

Data Protection

Requests received and percentage complete within statutory timeframe

Corporate		People		Place		Education		WMPF		Housing			
40	98%	8	100%	24	100%	2	100%	0	0%	0	0%		
Shared Requests Received		9											
Complete in Statutory		100%											

Requests Received	Completed within Statutory Timeframe
83	98.8%



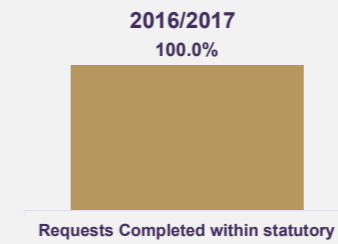
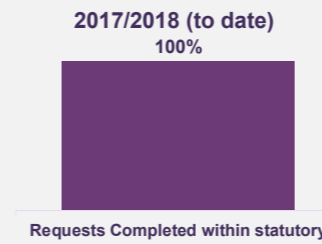
83 requests were received for Data Protection this quarter. All but one request was responded to within the 40-day statutory timeframe, which equates to a 99% response rate for the quarter. This was due to information being received late by the relevant business area

Environment Information Regulation

Requests received and percentage complete within statutory timeframe

Corporate		People		Place		Education		WMPF		Housing			
5	100%	0	0%	18	100%	0	0%	0	0%	0	0%		
Shared Requests Received		3											
Complete in Statutory		100%											

Requests Received	Completed within Statutory Timeframe
26	100.0%

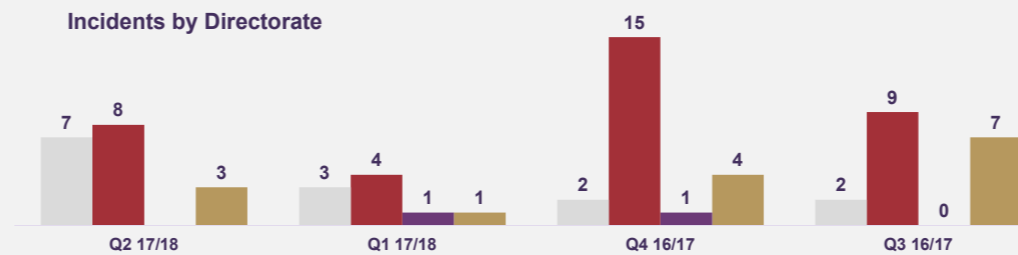


24 of the 26 EIR requests received were valid requests and all (100%) were responded to within the statutory 20-day timeframe.

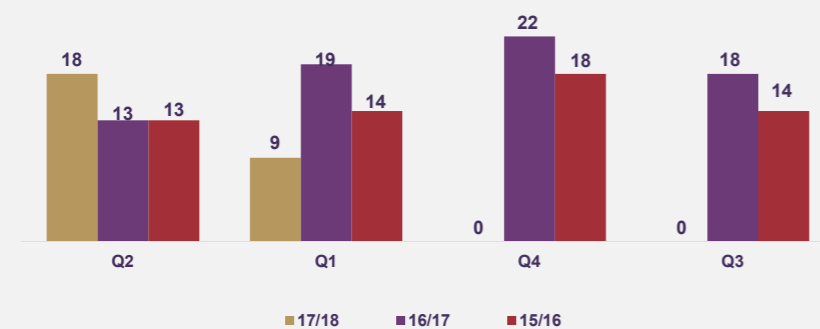
Incident Recording

Incidents in Quarter 2	Reported to IG within 24 hours	Serious Breaches
18		0

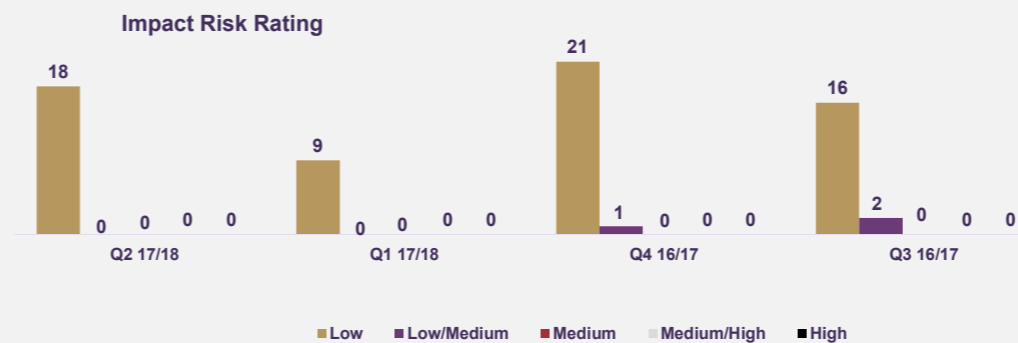
Incidents by Directorate



Quarterly Incident Occurances Comparison



Impact Risk Rating



Incident Type	Q2 17/18	Q1 17/18	Q4 16/17	Q3 16/17
Corruption or inability to recover electronic data	0	0	0	0
Disclosed in error	16	7	18	17
Lost in transit	0	0	0	0
Lost or stolen hardware	1	2	0	0
Lost or stolen paperwork	0	0	3	0
Non-secure Disposal - Hardware	0	0	0	0
Non-secure Disposal - Paperwork	0	0	0	0
Other DPA Principle 7 incident	0	0	0	0
Other Non-Principle 7 incident	1	0	0	0
Technical security failing (including hacking)	0	0	0	1
Uploaded to website in error	0	0	1	0