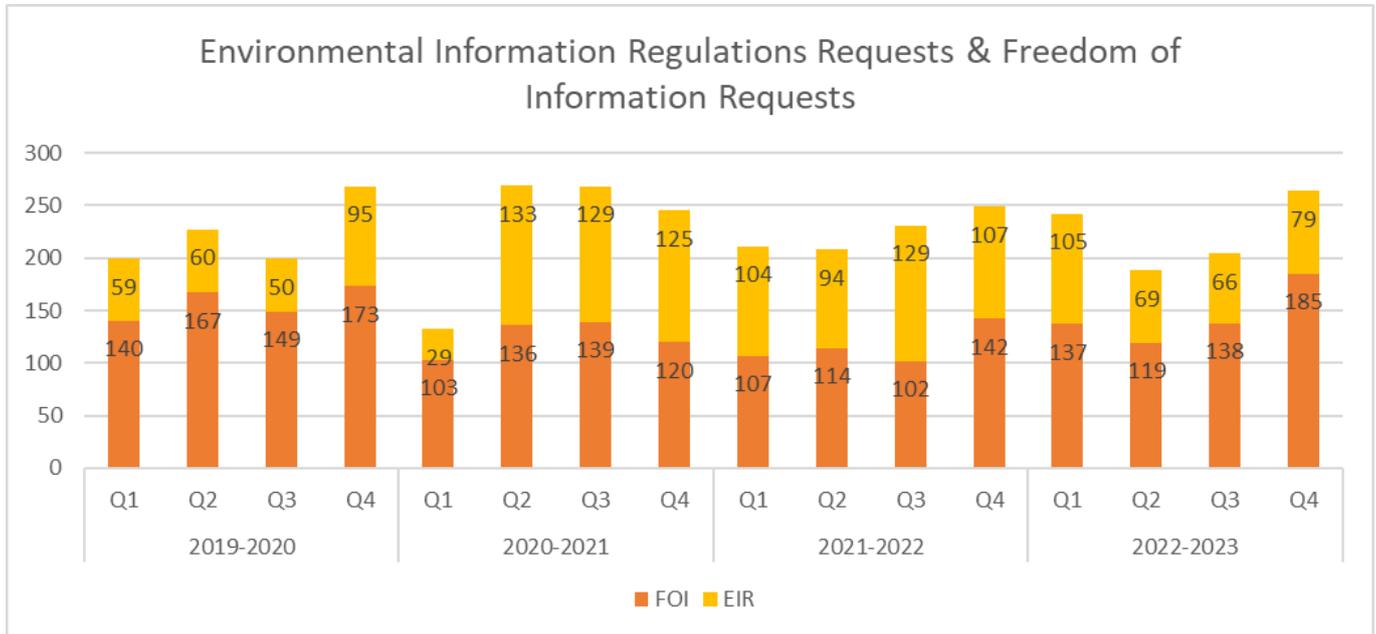


# **Information Governance Annual Report for 2022-2023**

# Information Requests

## REQUESTS

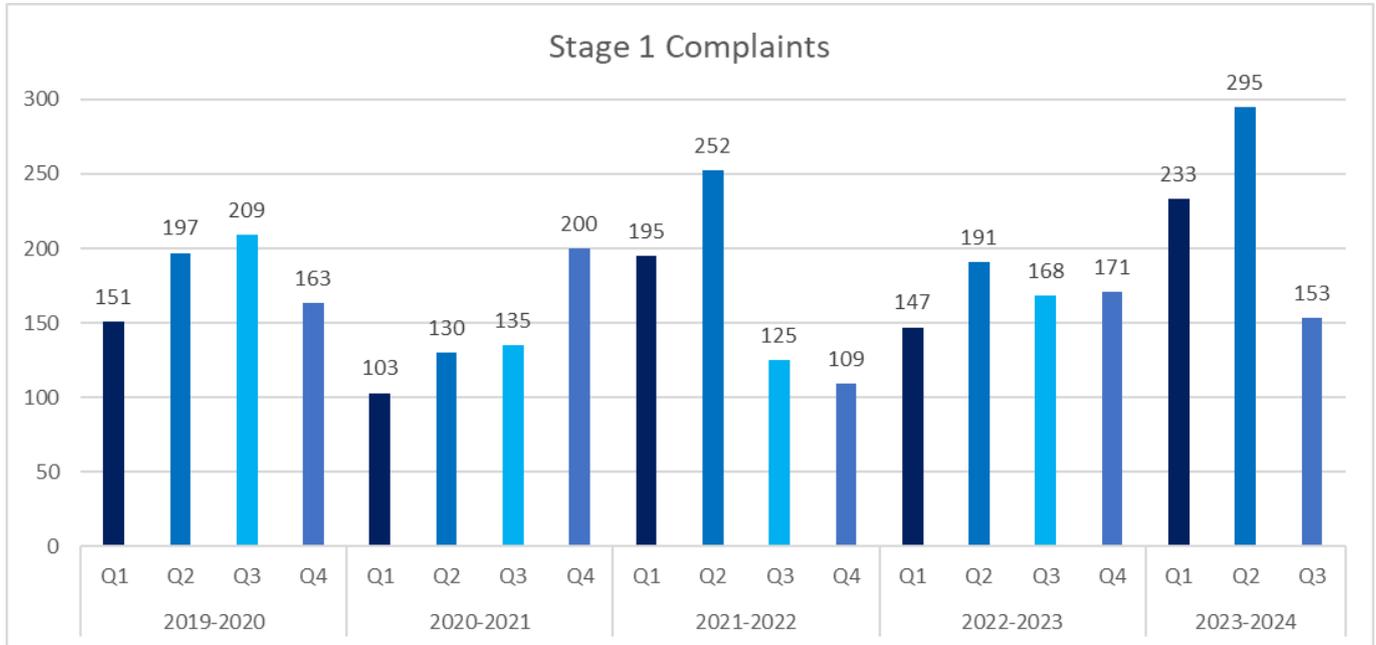


- The total number of requests in 2022-2023 was 898. In comparison, the total number of requests in 2021-2022 was 899.
- There is no consistent discernible trend for the number of information requests received per quarter.
- The Council receives more FOI requests than EIR, and following an increase between 2020-2022 this has return to the levels received in 2019-2020. This aligns with the housing rise and fall in house sales, with the majority of EIRs relating to request for information on houses prior to purchase.
- The following departments received the largest volume of requests in 2022-2023: 1. Land Charges, 2. KCC, 3. Housing & Inclusion & Health, 4. Community Protection, 5. Finance.
- The following departments received the largest volume of requests across all years: 1. Land Charges, 2. KCC, 3. Housing & Inclusion & Health, 4. Council Tax (Shared Service), 5. Community Protection.

# Complaints

## CURRENT PROCESS

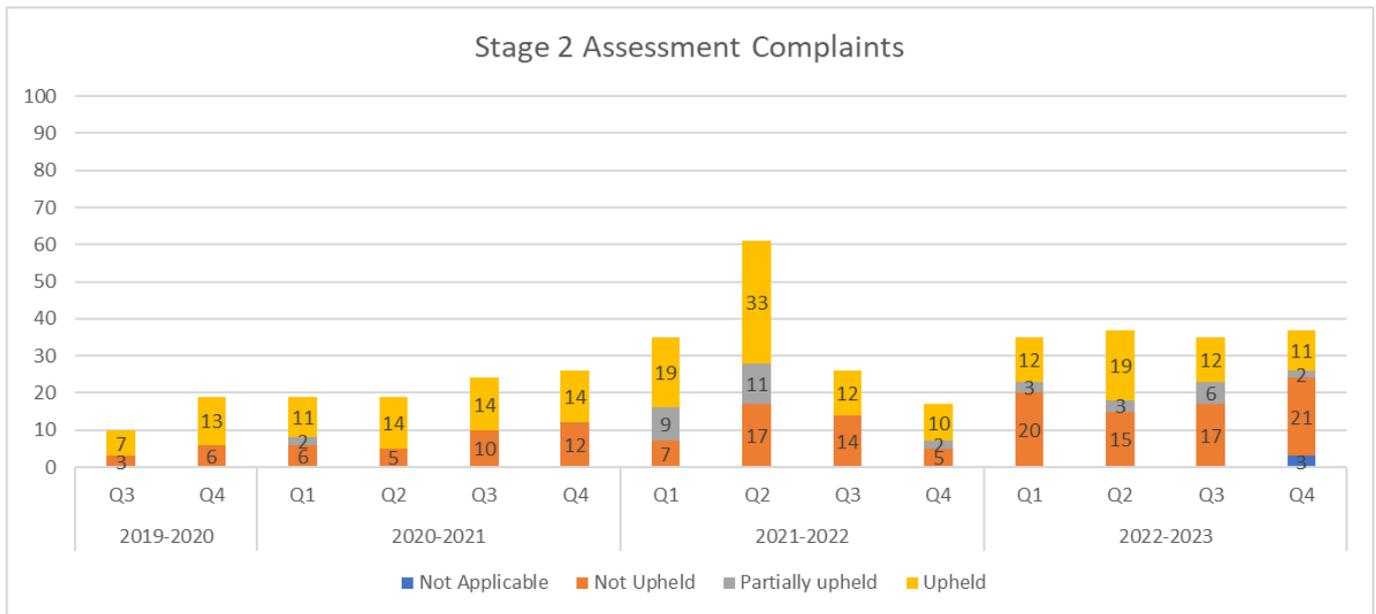
### STAGE 1



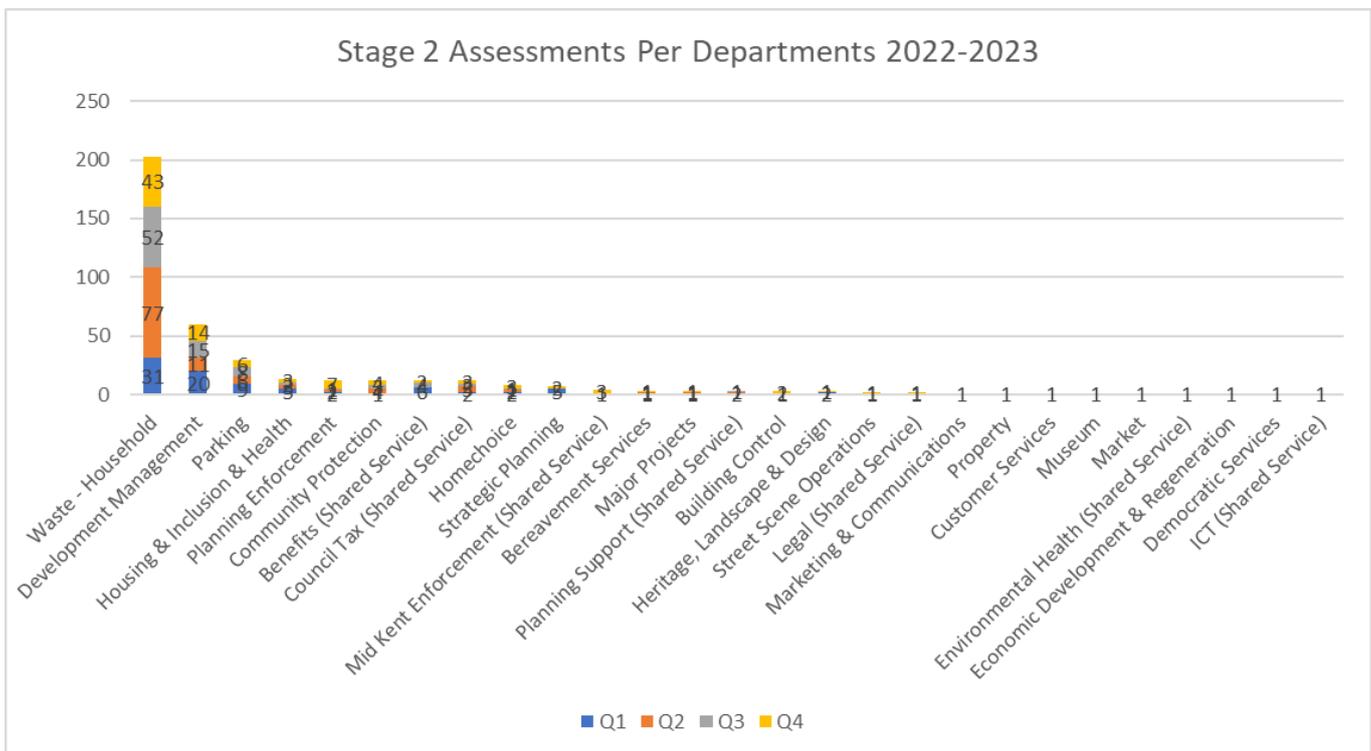
- The total number of stage 1 complaints in 2022-2023 was 677. In comparison, the total number of stage 1 complaints in 2021-2022 was 681.
- There is no consistent discernible trend for the number of complaints received per quarter.
- The following departments received the largest volume of requests in 2022-2023: 1. Waste – Household, 2. Parking, 3. Development Management, 4. Housing & Inclusion & Health, 5. Planning Enforcement.
- The following departments received the largest volume of requests across all years: 1. Waste – Household, 2. Parking, 3. Development Management, 4. Council Tax (Shared Service) and 5. Housing & Inclusion & Health.
- Waste - Household continues to receive more complaints per quarter than any other department. This is expected as waste affected every household in the Borough.

## Information Governance Report 2022-2023

### STAGE 2 ASSESSMENTS



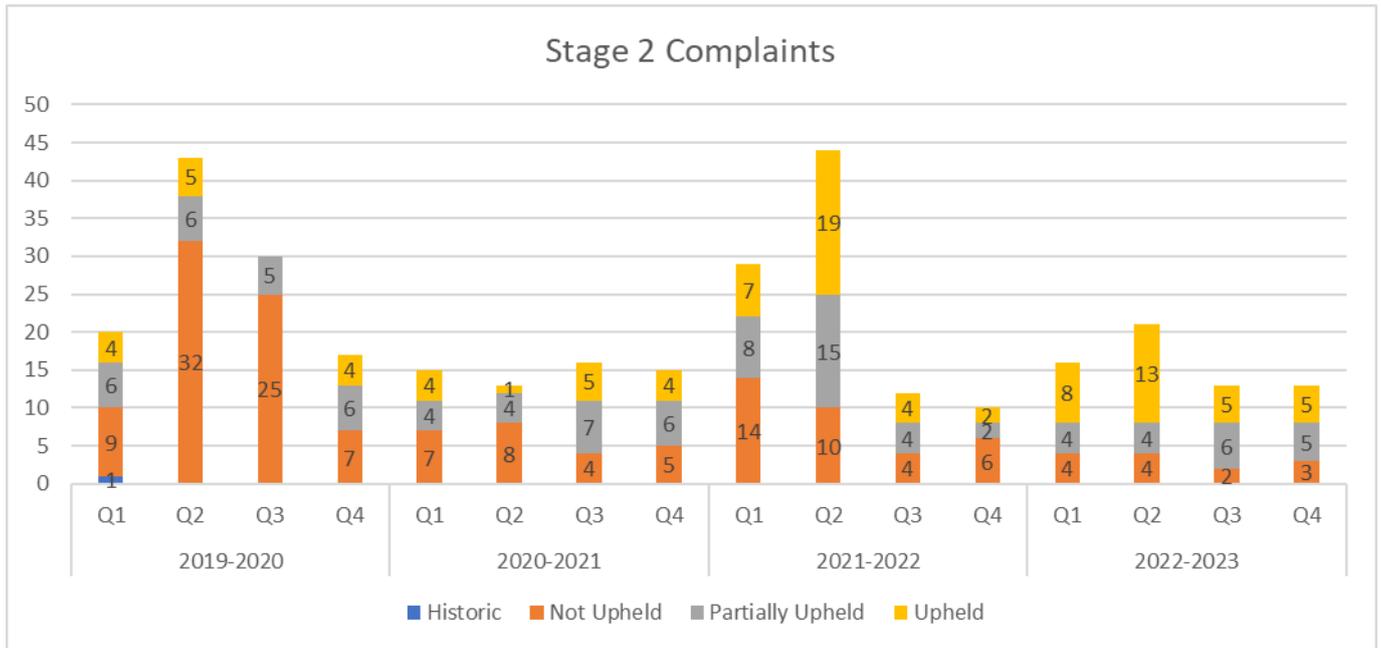
- The total number of stage 2 assessments in 2022-2023 was 144. In comparison, the total number of stage 2 assessments in 2021-2022 was 139.
- During 2022-2023, 51% of assessment has an outcome not upheld.



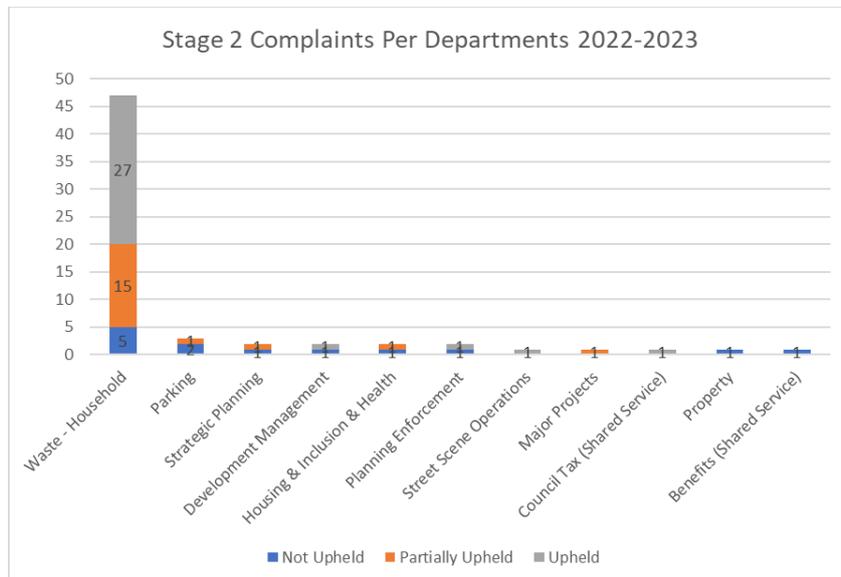
- The three departments with most stage 2 assessments remain consistent with Household Waste, Development Management and Parking, respectively taking the top three places.

## Information Governance Report 2022-2023

### STAGE 2

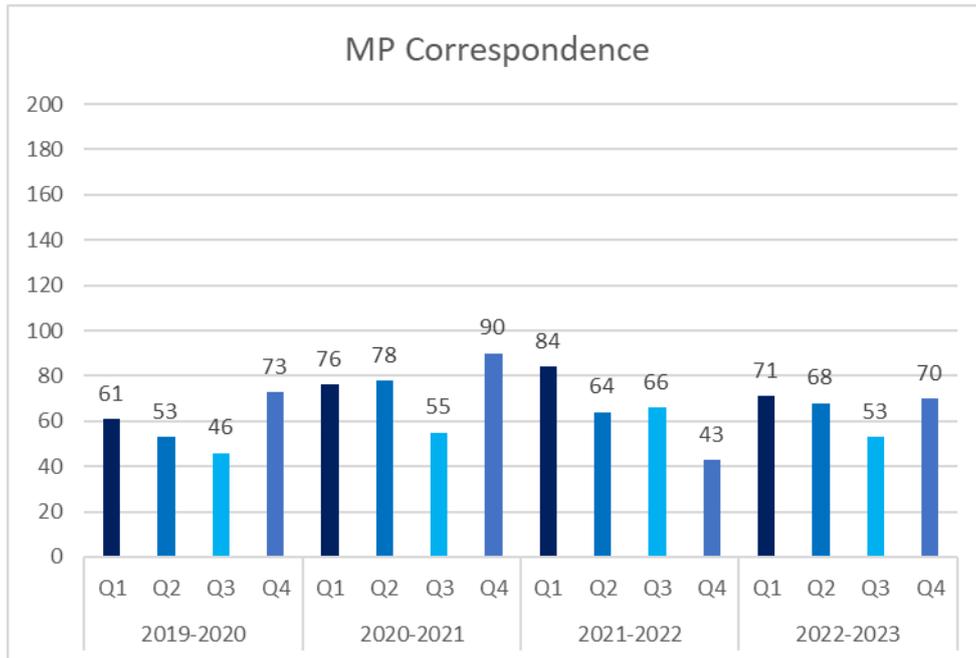


- The total number of stage 2 complaints in 2022-2023 was 63. In comparison, the total number of stage 2 complaints in 2021-2022 was 95.
- The number of stage 2 complaints has decreased in 2022-2023, from 95 to 63 owing to changes in the assessment process.
- Of the escalated complaints in 2022-2023 13 were not upheld. The remainder were either upheld (31) or partially upheld (19).

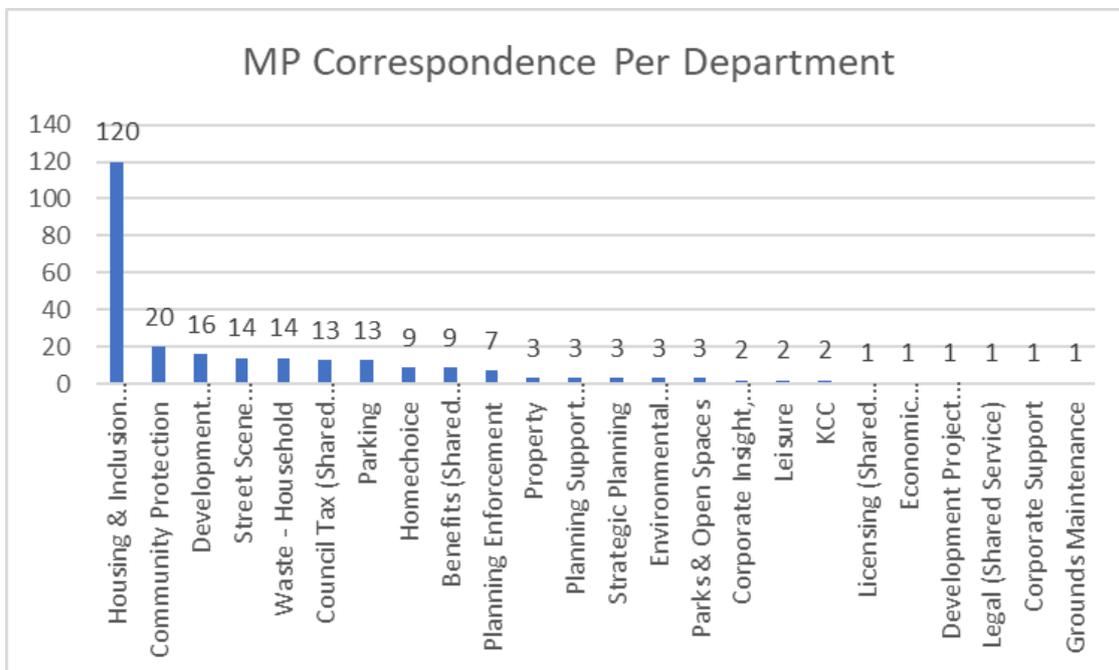


- The department with the highest number of upheld complaints is Household Waste. The number of complaints for Household Waste exceeds all others. Of those complaint for Household Waste, 5 were not upheld and the remainder were either upheld (15) or partially upheld (27).

# MP Correspondence



- The total number of correspondence in 2022-2023 was 262. In comparison, the total number of requests in 2021-2022 was 257.
- The total number of correspondence from MPs in each quarter of 2022-2023 ranged between 53-71. This equates to an average of 66 per quarter.

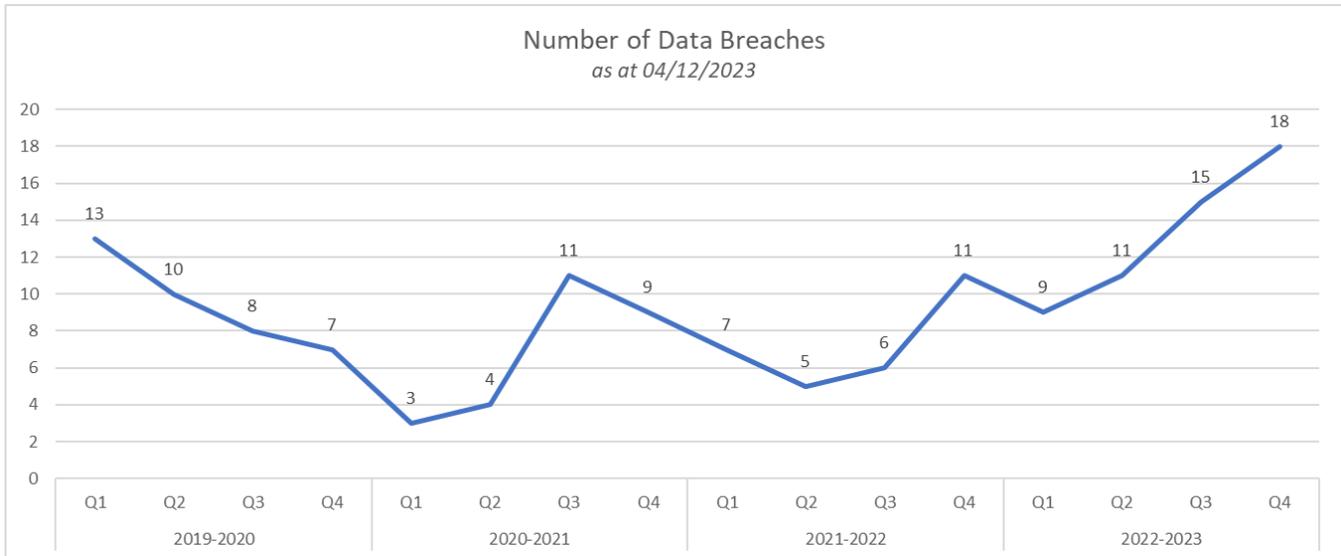


- The department with the highest number of recorded correspondence was Housing & Inclusion & Health, with 120.

**Information Governance Report  
2022-2023**

# Data Protection

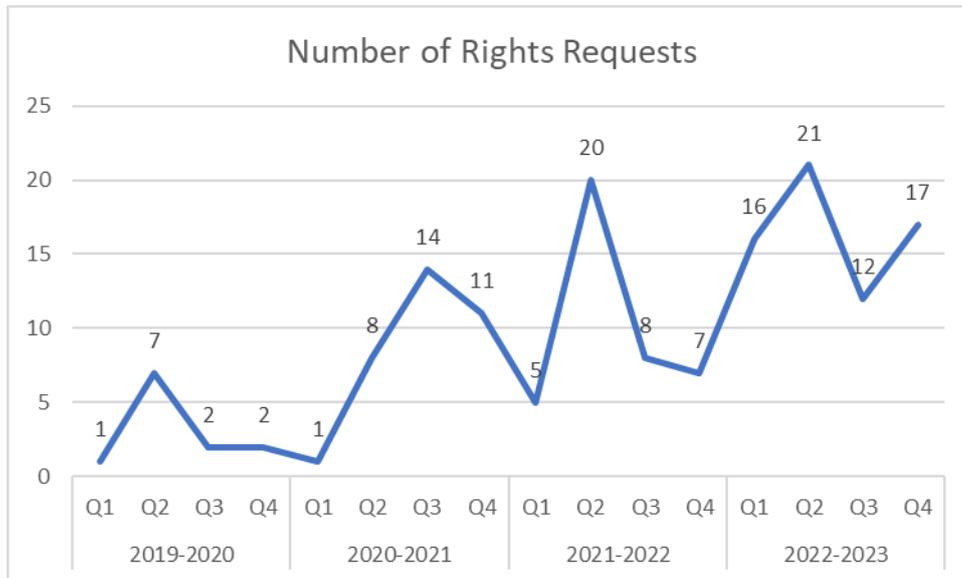
## BREACHES



- The total number of breaches in 2022-2023 was 53. In comparison, the total number of breaches in 2021-2022 was 29.
- The number of data breaches increased in 2022-2023. However, there are no discernible causes that attribute the number of breaches to a particular time of year.
- The most common cause for breaches is a loss of confidentiality. This is typically caused by post or e-mails being sent to the wrong person.
- Breaches are assessed on a risk matrix, as shown below, based on severity against likelihood of harm. The majority of Council breaches are low risk.

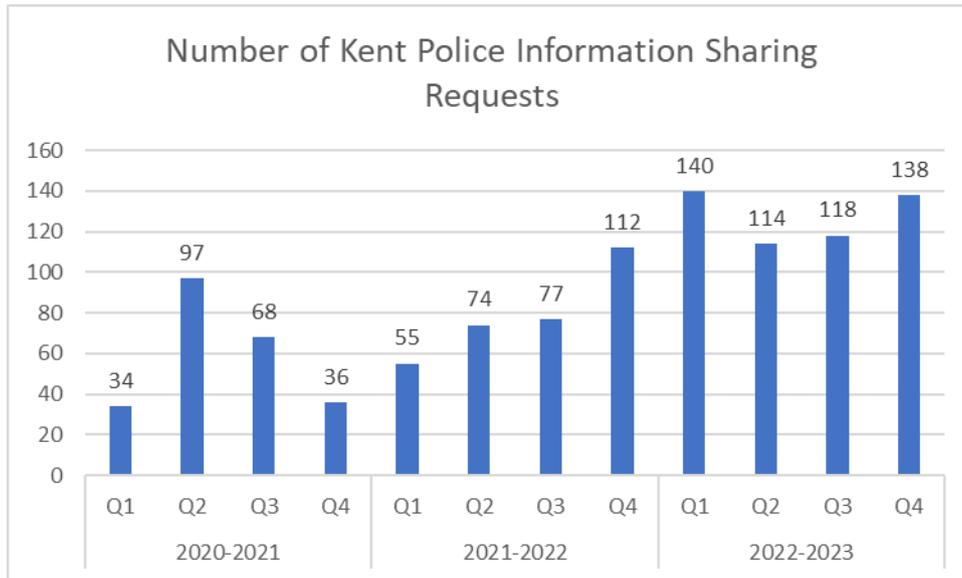
What is the overall level of residual risk after taking additional measures?				
	<b>Start Date</b>	01/04/2022	<b>End Date</b>	31/03/2023
	<b>14</b>	No risk - no data breach has not occurred.		
<b>SEVERITY OF IMPACT</b>	<b>Serious Harm</b>	Medium Risk <b>2</b>	High Risk <b>0</b>	High Risk <b>0</b>
	<b>Some Impact</b>	Low Risk <b>13</b>	Medium Risk <b>0</b>	Medium Risk <b>0</b>
	<b>Minimal Impact</b>	Very Low Risk <b>24</b>	Low Risk <b>0</b>	Low Risk <b>0</b>
		<b>Remote</b>	<b>Reasonable Possibility</b>	<b>More Likely Than Not</b>
		<b>LIKELIHOOD OF HARM</b>		

# Rights Requests

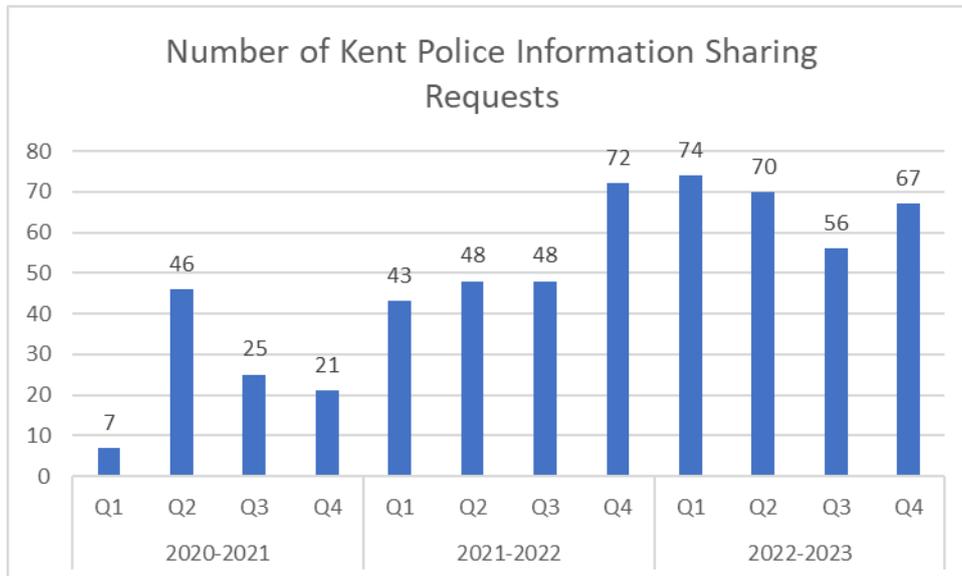


- There are 7 types of rights requests including: subject access requests and erasure requests. The Council received more subject access requests when compared to all the other types of rights requests.
- The total number of rights requests in 2022-2023 was 66. In comparison, the total number of rights requests in 2021-2022 was 40.
- The number of requests for these have steadily been increasing since the implementation of GDPR in May 2018.

# Information Sharing Requests



- The total number of sharing requests in 2022-2023 was 510. In comparison, the total number of sharing requests in 2021-2022 was 318.
- Over the past three years there has been an increase in the number of requests received. The majority of requests are received from the police.



- The total number of information sharing request received from Kent Police in 2022-2023 was 510, compared to 318 in the previous year.