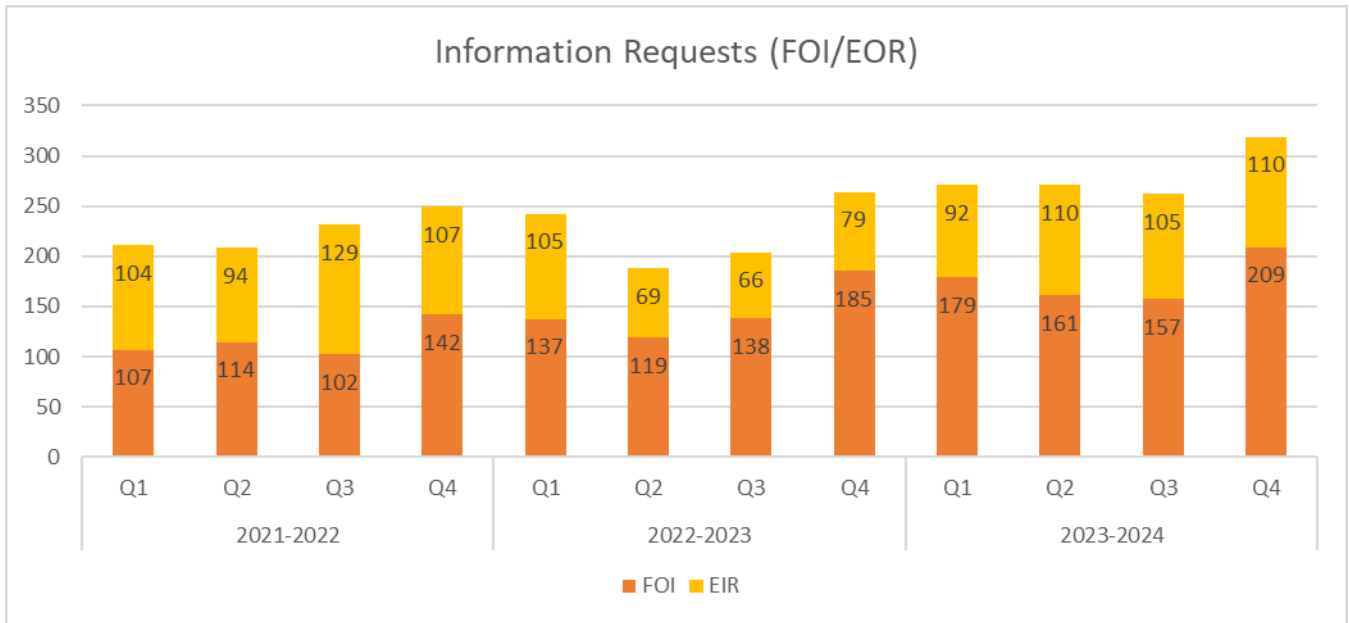


Information Governance Annual Report for 2023-2024

Information Requests



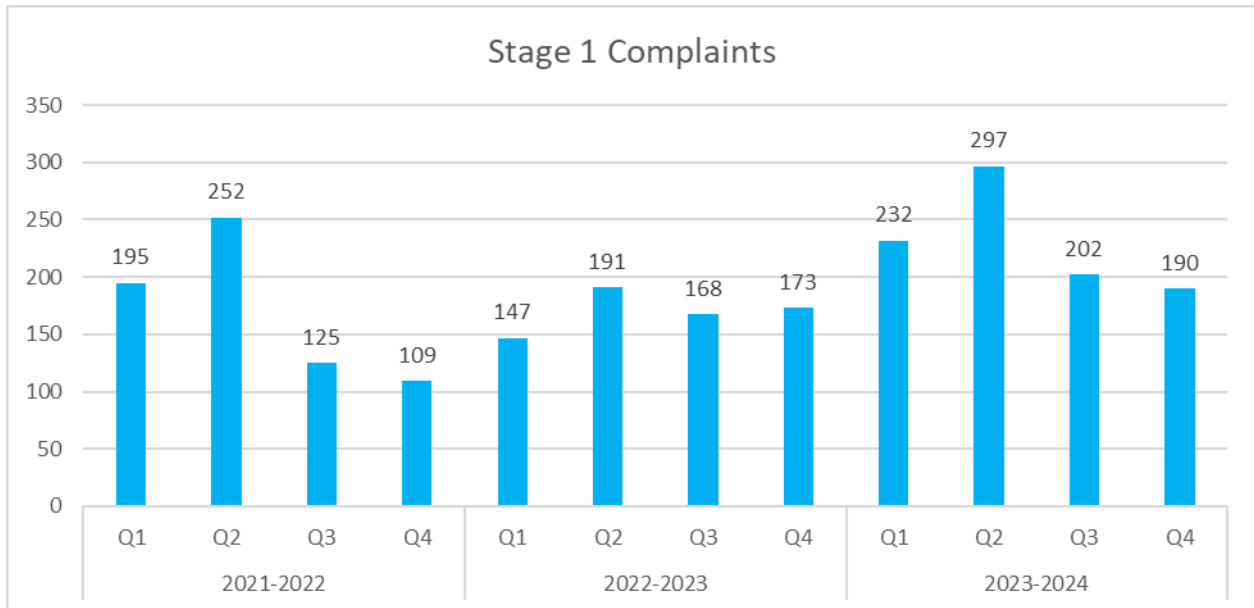
The total number of requests in 2023-2024 was 1123. This represents a percentage increase for the same period last year of 25%. As per previous years, Q4 continues to receive the largest number of incoming requests each year. This is attributed to the end of financial year. The Council receives more FOI requests than EIR, which is expected based on previous years.

The following departments received the largest volume of requests in 2023-2024:

1. Land Charges (Shared Service)
2. Housing & Inclusion & Health
3. KCC
4. Planning Support (Shared Service)
5. Human Resources (Shared Service)

Complaints

STAGE 1

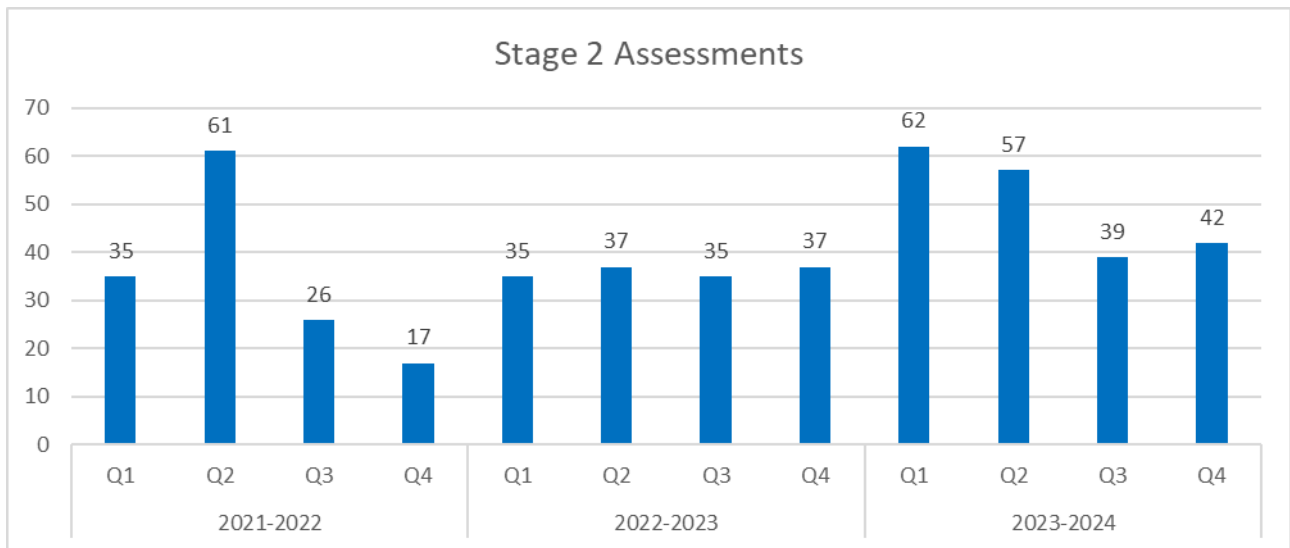


The total number of stage 1 complaints in 2023-2024 was 921. This represents a percentage increase for the same period last year of 37%. There is no consistent discernible trend for the number of complaints received per quarter. The following departments received the largest volume of requests in 2023-2024:

1. Waste – Household *
2. Housing & Inclusion & Health
3. Parking
4. Development Management
5. Council Tax (Shared Service)

* Waste - Household continues to receive more complaints per quarter than any other department. This is expected as waste affected every household in the Borough. Although some of the increase in waste complaints in 2023-2024 is attributed to the change of waste contractor at the end of March 2024, a further increase in waste complaints will be reported in 2024-2025 as the impact continued into the next financial year.

STAGE 2 ASSESSMENTS

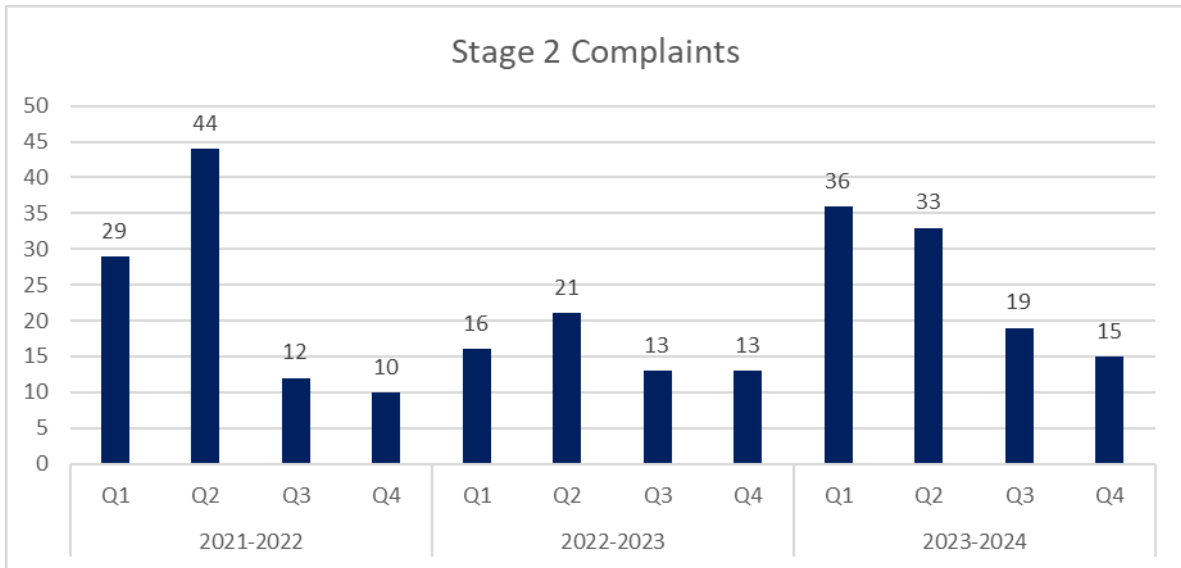


The total number of stage 2 assessments in 2023-2024 was 200. This represents a percentage increase for the same period last year of 39%. The volume of assessments conducted has remained consistently high in 2023-2024. The following departments received the largest volume of requests in 2023-2024:

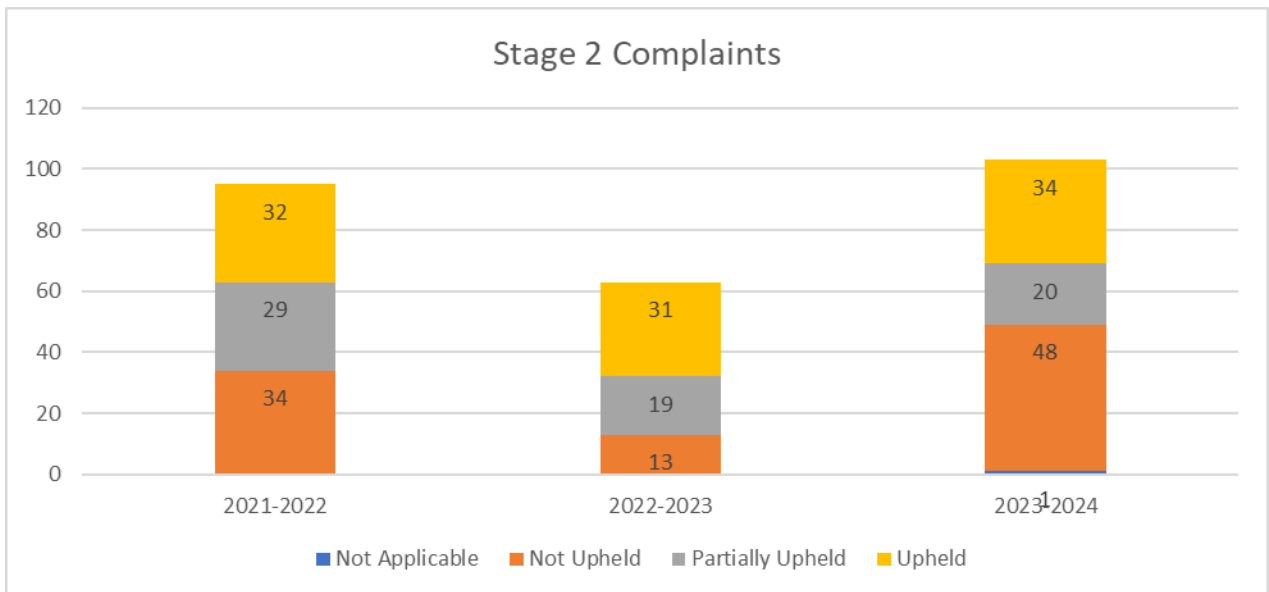
1. Waste - Household
2. Development Management
3. Housing & Inclusion & Health
4. Parking
5. Council Tax (Shared Service) and Community Protection

**Information Governance Report
2022-2023**

STAGE 2

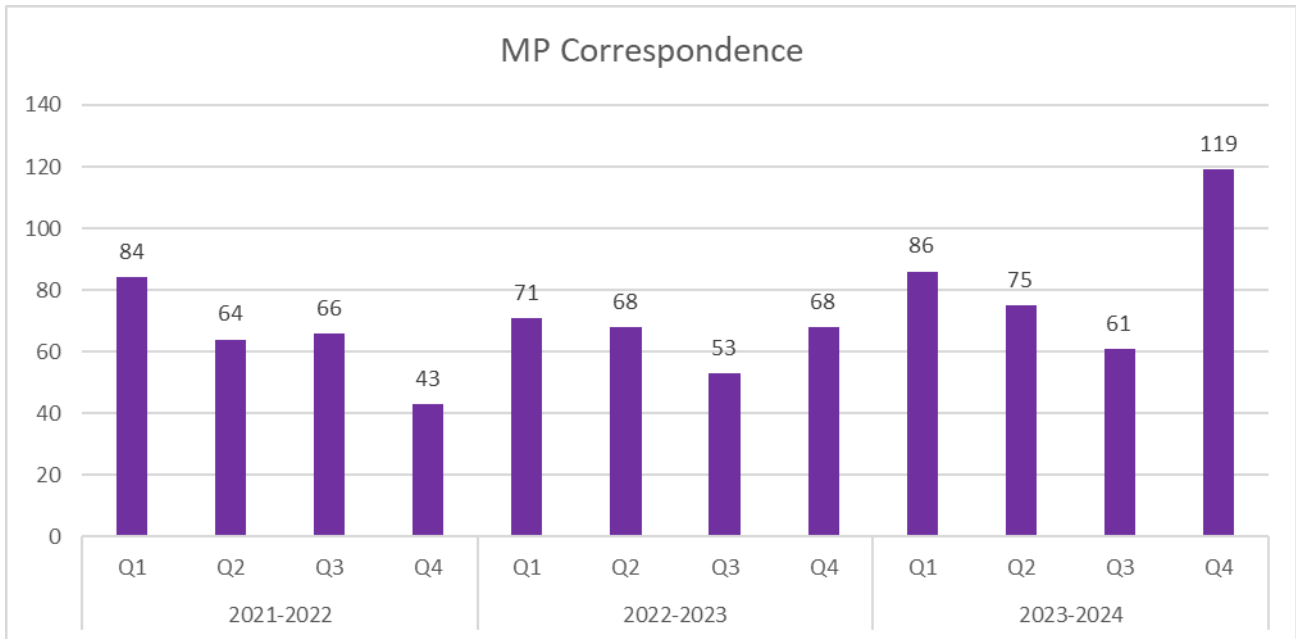


The total number of stage 2 complaints in 2023-2024 was 103. This represents a percentage increase for the same period last year of 63%. Q1 and Q2 of 2023-2024 saw an increase but this levelled out during the remainder of the year.



Of the escalated complaints in 2023-2024 48 were not upheld, 20 were partially upheld and 34 were upheld. 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, 11 were not upheld, 14 were partially upheld and 30 were upheld.

MP Correspondence



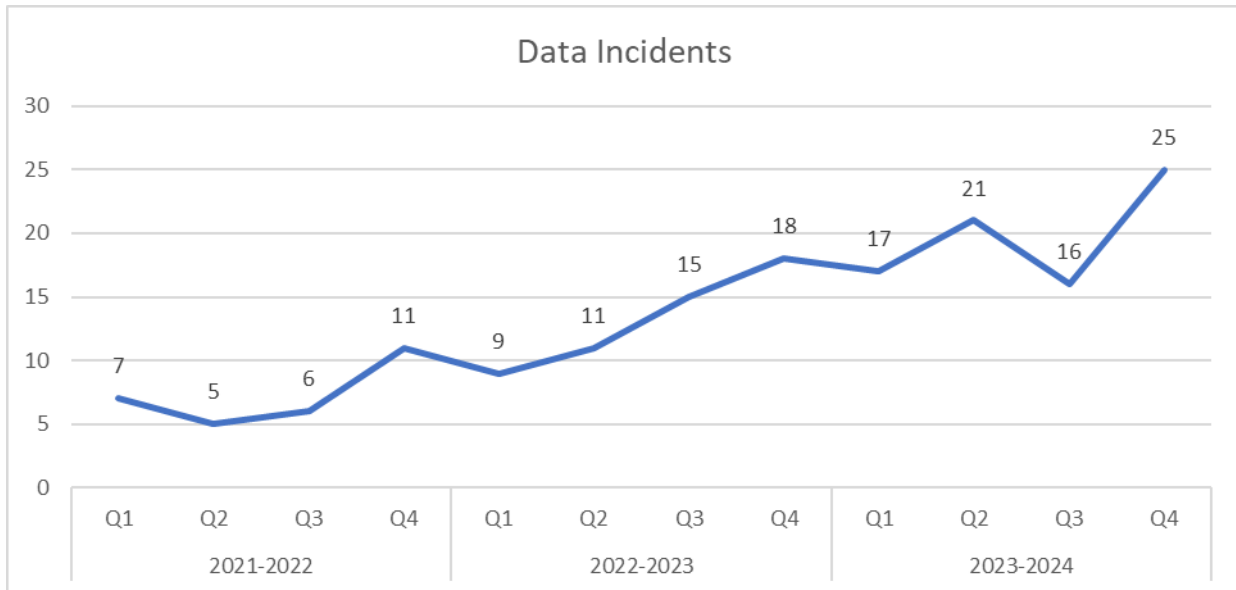
The total number of MP correspondence in 2023-2024 was 341. This represents a percentage increase for the same period last year of 31%. The total number of correspondence from MPs in each quarter of varies, but averages at 72. The following departments received the largest volume of requests in 2023-2024:

1. Housing & Inclusion & Health
2. Homechoice
3. Waste - Household
4. Development Management
5. Community Protection

**Information Governance Report
2022-2023**

Data Protection

BREACHES



The total number of breaches in 2023-2024 was 79. This represents a percentage increase for the same period last year of 49%. The number of data breaches increased in 2023-2024. However, there are no discernible causes that attribute the number of breaches to a particular time of year.

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.

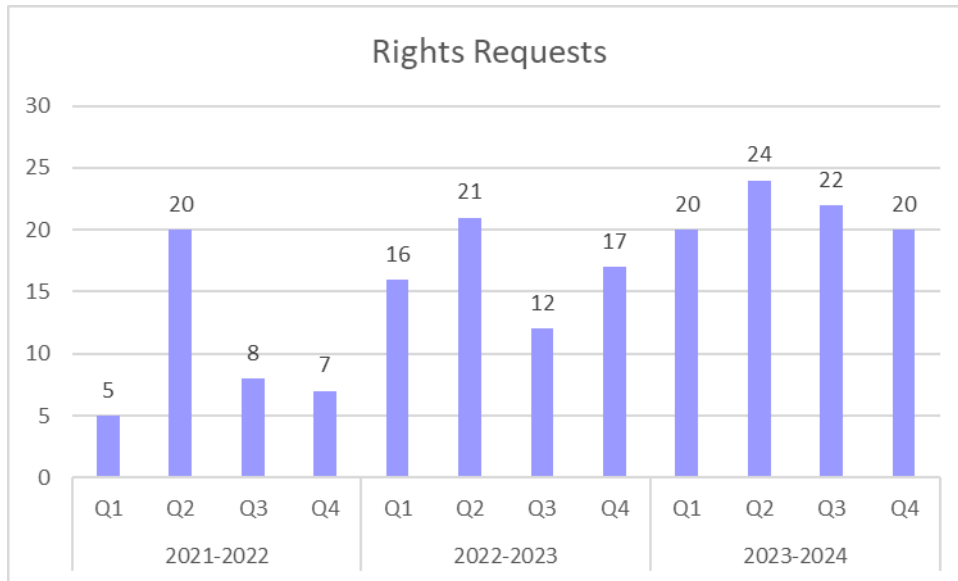
What is the overall level of residual risk after taking additional measures?

Start Date 01/04/2023 **End Date** 31/03/2024

26 No risk - no data breach has not occurred.

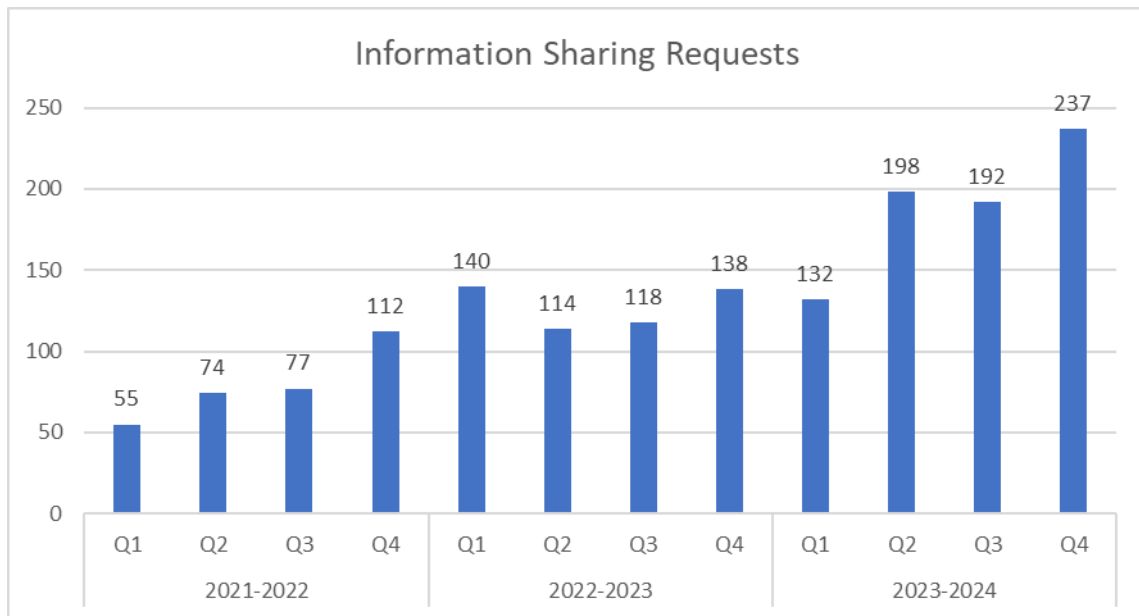
SEVERITY OF IMPACT	Serious Harm	Medium Risk 4	High Risk 3	High Risk 1
	Some Impact	Low Risk 8	Medium Risk 4	Medium Risk 0
	Minimal Impact	Very Low Risk 29	Low Risk 4	Low Risk 0
		Remote	Reasonable Possibility	More Likely Than Not
LIKELIHOOD OF HARM				

Rights Requests



- The total number of rights requests in 2023-2024 was 86. This represents a percentage increase for the same period last year of 30%.
- The number of requests for these have steadily been increasing since the implementation of GDPR in May 2018 as the public's awareness grows.

Information Sharing Requests



The total number of sharing requests in 2023-2024 was 759. This represents a percentage increase for the same period last year of 49%. The number of requests has been on an upwards trajectory over the past three years. The majority of information requests are received from Kent Police and South East Water.

