

Issues investigated by Information Commissioner's Office

Year for audit monitoring	Request Number	Date of Request	Information Requested	Date of Reply	Number of working days	Exemptions used	Date Review Requested	Date Review Completed	Number of working days	Date received from ICO	Case no	Nature of complaint	Status	Date Closed	Comments
2005	FOI/05/138	08/03/05	Insurance claim document. Copies of all information supplied by KSS to Zurich Municipal in respect of the compensation claim made by applicant on behalf of his son i.e. reports, correspondence, emails, recorded telephone call and minutes of meetings	19/04/05	20	s.42(1) Legal Professional Privilege s.40(2) Personal Information	03/05/05	27/05/05	18	01/11/05	FS50073976	Inappropriate use of exemptions	<b>Complaint withdrawn December 2006</b> following review of request by KCC & ICO and disclosure of summary of information	08/03/07	March 2007 - ICO confirmed no further action would be taken
2005	FOI/05/504 (logged retrospectively on 31/01/06)	25/10/05	Interview comments and names of panel members and why applicant wasn't considered suitable, following failed application to become magistrate.	01/11/05	5	N/A	N/A	N/A	N/A	28/01/06	FAC0102092	Alleged failure to respond to information request	<b>Complaint withdrawn</b>	28/01/06	Abandoned by ICO in February 2006 as no evidence to substantiate complaint and no further contact from complainant
2005	FOI/05/450	10/11/05	Information about Turner Contemporary. Name & number of artists commissioned since 2001 and amounts paid. Breakdown of wages of senior staff. The projected yearly costs of running Turner Contemporary now budget increased to £30 million.	28/11/05	12	Specific sums paid to individual artists withheld under s.43 - commercial interests.	30/11/05	16/01/06	29	08/02/06	FS50103857	Inappropriate use of exemption	<b>Complaint withdrawn</b>	25/05/07	All information previously withheld has since been released to applicant following submission of new FOI request in November 2006.
2005	Not logged - dealt with by operational unit as "business as usual"	19/09/05	Does KCC use services of particular Ltd company (to provide care). Any dealings with two named individuals and KCC's opinion on Care Home practice.	04/10/05	11	None quoted but explained would breach DPA 1998 to divulge	07/10/05	20/10/05	9	17/01/2006 (aware 10/01/07)	FAC0100452	Information withheld inappropriately	<b>Complaint upheld - but enforcement not recommended</b> given KCC's review of request and disclosure of information	17/04/07	ICO critical of KCC's failure to deal in accordance with FOIA and considered referring to Enforcement Team.
2005	FOI/05/277	23/06/05	Re teacher at Culverstone Green Primary School. Confirmation that teachers status to teach, CRB, GTC List 99 and other relevant references and disclosures, post Soham 2002 were obtained and satisfactory, prior to teaching role at Culverstone. Did we obtain dispensation to teach as over retirement age?	05/07/05	10	Information relating to dispensation is personal data relating to age of individual withheld under s40.	21/07/05	31/08/05	29	not known	FS50084325	Not known	<b>Complaint abandoned</b>	14/09/06	Complaint not pursued by ICO as no evidence or contact from complainant
2006	FOI/06/026	16/01/06	Wye Concordat signed between KCC, ABC and Imperial College. In particular, documents which detail when these discussions began and any outline planning documents to do with the subject.	27/02/06	30 <i>s17 notice issued on Day 20; extension to consider public interest</i>	Partial exemption to some documentation - s.36, inhibit free and frank exchange of views, given that project discussions are at formative stage and will be subject to public consultation later.	07/03/06	22/03/06	11	18/04/06	FS50111134 FS50113753	Inappropriate use of exemption	<b>Complaint withdrawn</b> following review of request by ICO and disclosure of remaining document	29/06/07	All bar one of the previously withheld documents have since been released to applicant as a result of new FOI/EIR requests submitted in November 2006.
2006	FOI/06/070	14/02/06	Information leading to KCC's decision to scrap plans for Turner Contemporary on Margate Pier. In particular, problems identified with the design/construction of the building and the media strategy. Also, how much has been spent on this project to date for each financial year since project's conception and breakdown of staffing costs, fees etc.	14/03/06	20	s.22 initially s.21, s.41(1), s.42(1), s.43(2) and s.36(2) following review	05/04/06	11/05/06	23	06/07/06	FS50123978	Inappropriate use of exemptions	<b>Complaint withdrawn</b> as no information from complainant to the contrary.	25/06/07	Report subject to s.22 exemption released to applicant on its publication in November 2006.
2006	FOI/06/170	28/04/06	Turner Contemporary: Please make available and send copies of all communications between council reps and Edward Nuttalls & Co, include notes of meetings, letters, emails and notes of phone calls. Also copies of the original winning design for the Turner Centre submitted by the architects Snohetta and Spence in 2001	08/06/06	27	s.21, s.41(1), s.42(1), s.43(2) and s.36(2).	13/06/06	12/07/06	21	30/08/06	FS50129138	Inappropriate use of exemptions	<b>Complaint not upheld</b>	23/10/08	Copies of designs and correspondence relating to final payments to Edward Nuttall already released. ICO considered remaining information was exempt from disclosure under EIR reg 12(5)(b).
2006	FOI/06/369	04/09/06	Development of "Kent TV" station as outlined in KCC's "Towards 2010" document. Any reports, documents or correspondence and projected costs of project.	02/10/06	20	s.43 - feasibility study commercially sensitive and valuable to potential competitor prior to tender	12/10/06	10/11/06	21	08/02/07	FS50149051	Failure to properly consider public interest	<b>ICO state not in the public interest to pursue further</b>	21/02/08	Tender document and other records released January 2007 following completion of tender process.

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2006	FOI/06/312	25/07/06	IMA disclosure tables. 1. All tables received by trustees of KCC's superannuation fund from all investment managers and all available periods. 2. List of Investment Fund Managers appointed.	11/08/06	13	1. only - s.43: disclosure may adversely affect IMF's ability to secure most attractive rates for the Kent portfolio.	22/08/06	15/09/06	17	29/03/07	FS50155397	Inappropriate use of exemptions	s50 decision notice issued 6/2/08  s41 - complaint partly upheld s43 - complaint partly upheld	06/02/08	Information released as per decision notice. <a href="https://ico.org.uk/media/action-veve-taken/decision-notice/2008/430738/FS_50155397.pdf">https://ico.org.uk/media/action-veve-taken/decision-notice/2008/430738/FS_50155397.pdf</a>
2007	FOI/07/119	01/03/07	Communications between KCC and Imperial College since 1st August 2006	13/04/07	29 s17 notice issued on Day 22; extension to consider public interest	s.36 to one of 4 documents meeting applicant's criteria	30/04/07	14/05/07	9	19/06/07	FS50164944	Inappropriate use of exemption	Complaint withdrawn as no information from complainant to the contrary.	16/04/08	Previously exempt letter released to complainant 16/4/08
2007	FOI/07/344	27/07/07	Kent TV feasibility study & business case	25/07/07	20	s.43 - commercially sensitive prior to launch in September	02/08/07	30/08/07	19	01/10/07	FS50177326	Failure to properly consider public interest	Complaint withdrawn as no information from complainant to the contrary.	11/11/08	ICO has written to applicant to advise that financial information will now be released but remainder of feasibility study remains exempt. Will consider case withdrawn unless applicant insists on formal decision notice.
2007	FOI/07/315	08/06/07	CW38 Grasmere Road, Chestfield, Whitstable and its classification as Road Used as Public Path. Risk assessment that allows "illegal" use of road and details of all correspondence between Cllr Harrison and others regarding the bridge and minutes of the meeting where the decision was taken to remove it.	02/08/07	39	Information not held	N/A	N/A	N/A	12/11/07	FS50180834 FER0180834	No response to letter dated 10/8/07	Complaint not progressed	13/11/07	Complainant did not provide evidence/clarification to enable ICO to pursue complaint
2007	FOI/07/168 (& FOI/07/536)	15/03/07	Justification for the set-up of Kent Works & the Chief Executive's salary.	24/04/07	26	None - provided all recorded information held	25/05/07	13/07/07	34	05/03/08	FS50192076	Information not released	Complaint closed	03/02/10	ICO considers KCC has released all information held
2007	FOI/07/514 & FOI/07/515	24/09/07	Disposal & Development of Rusthall Elms/Middlefield site at Tunbridge Wells	31/10/08	27	s.12 - cost of compliance would exceed appropriate limit; report provided instead	31/10/07 & 28/11/07	15/11/07 & 5/2/08	12 46	25/03/08	FS50182076	Fees regulations	Complaint not upheld	26/01/09	ICO acknowledged that as KCC had already apologised for breach (not complying within statutory timescales) that no further corrective action required.
2007	FOI/07/680	13/12/07	Name, job title and breakdown of remuneration for all officers receiving in excess of £100k in FY 2006-2007	08/01/08	14	s.40	09/01/08	06/02/08	20	01/04/08	FS50194708	Inappropriate use of exemption	Complaint closed - informally resolved	10/08/09	Following release of job titles & total remuneration (no breakdown), ICO critical of KCC's refusal to name names of senior managers on the grounds that this can be found on website.
2007	FOI/07/340	22/06/07	Copies of photos and correspondence relating to his claim against Clive Emson Auctioneers	31/07/07	29 s17 notice issued on Day 18; extension to consider public interest	s.44 - specified information under Enterprise Act, s40 & s41	01/08/07	28/08/07	18	31/07/2007 & 29/08/07	FS50172757	Inappropriate use of exemptions	Complaint withdrawn	25/09/08	ICO has written to applicant to advise that s241 EA does not allow disclosure so s44 does apply. Will consider case withdrawn unless applicant insists on formal decision notice.
2008	FOI/08/100	13/02/08	Inside Out initiative, its projected income, and details of running/operational costs set against likely income.	07/03/08	17	s.43 - projected income & costs are commercially sensitive	15/04/08	13/05/08	19	10/07/08	FS50204655	Inappropriate use of exemption	Complaint abandoned	17/04/09	
2008	FOI/08/251	28/02/08	Complete set of the minutes of meeting held 14/02/08 at Oakwood House	03/03/08	2	Information not held (notes of pre-meeting)-	10/03/08	11/04/08	22	17/07/08	RFA0195373	Refusal to provide ALL information held	Complaint not upheld	22/08/08	No indication that KCC has failed to comply with sixth principle DPA 1998 as KCC does not hold information requested.
2008	FOI/08/147 & FOI/08/284	04/03/08 & 22/04/08	1st - Proof that arms length enterprises are completely self-sufficient and are not subsidised in any way by the tax payer. 2nd - 16 Questions regarding Kent's Top Temps, InsideOut and trading in "Well-Being" function related activities.	12/03/08 & 28/05/08	6 26	None for first request  s.43 - projected income & costs are commercially sensitive	12/06/08 & 21/07/08	10/07/08 & 21/08/08	20 23	24/09/08	FS50213224	Information unreasonably refused	Complaint abandoned	12/10/09	Complaint not pursued by ICO as no response from complainant to enquiries

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2008	FOI/08/302	29/04/08	Information about Operation Stack 1. Details of other sites considered as alternatives. 2. Details of any comparative analysis. 3. All information in respect of any wider analysis.	29/05/08	20	s.22 & EIR reg 12(4)(d)	11/06/08	03/09/08	59	03/11/08	FS50217563	Information unreasonably refused	<b>s50 decision notice issued 16/12/2009</b> <b>EIR 5(1), 5(2), 12(4)(e), EIR 12(5)(e) - complaint upheld</b>	14/12/09	ICO considers public interest in releasing information outweighs the public interest in maintaining exception. Information released as per decision notice <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2009/506590/FS_50217563.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2009/506590/FS_50217563.pdf</a>
2008	EIR/08/179	13/03/08	Information regarding Operation Stack Copies of all information held by KCC connected with the use or development of land lying between the M20, the railway line, Station Road and Church Lane (in the vicinity of Smeeth, Aldington and Sellindge) for the parking of lorries or HGVs and/or relating to Operation Stack.	20/05/08	46	s.22 & EIR reg 12(4)(e) and reg 12(4)(d) of EIR	04/06/08	03/09/08	64	08/11/08	FER0219834	Information unreasonably refused	<b>s50 decision notice issued 16/12/2009</b> <b>EIR 5(1), 5(2), 12(4)(e), EIR 12(5)(e) - complaint upheld</b>	16/12/09	ICO considers public interest in releasing information outweighs the public interest in maintaining exception. Information released as per decision notice <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2009/501690/FER_0219834.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2009/501690/FER_0219834.pdf</a>
2008	EIR/08/433	11/06/08	Disclosure of Counsel's advice sought by KCC at the Regulations Committee as mentioned in the Regulations Committee minutes	24/07/08	22	Access denied under (a) and (b) under Part 3, paragraph 12 of EIR	04/08/08	25/09/08	37	22/11/08	FER0222561	Information unreasonably refused	<b>s50 decision notice issued 1/12/09</b> <b>EIR 12(5)(b) - complaint not upheld</b>	01/12/09	ICO considered KCC had applied exceptions to disclosure under EIR regulations correctly <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2009/501886/FER_0222561.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2009/501886/FER_0222561.pdf</a>
2008	FOI/08/415	05/06/08	Travelling costs paid by KCC for the Deputy Leader for last three financial years (2005/06, 2006/07 & 2007/08) Details of Deputy Leader's taxis/transport from home to KCC offices and why this is paid for by KCC not individual.	07/07/08	22	s.12 - would exceed the appropriate limit to extrapolate/collate information on taxis & chauffeurs.	21/07/08 08/08/08 01/09/08 16/09/08	25/09/08	47	15/12/08	FS50225347	Information unreasonably refused	<b>Complaint closed</b> as complainant was provided with remaining information in March	24/06/09	ICO critical of KCC's failure to advise and assist (s16) and comply with statutory timescales (s10) and has referred to Enforcement Team .
2008	FOI/08/939	15/12/08	Finances of Axton Chase School (now Longfield Academy) Costs of reorganisation and redundancy payments in particular cost to tax payers of terminating Head teacher's contract in June 2008	07/01/09	14	s.40 - personal data	19/01/09	16/02/09	20	06/03/09	FS50237106	Information unreasonably refused	<b>Complaint withdrawn</b>	11/06/09	
2009										24/04/09	ENF0238892	Delay issues/adherence with statutory timescales:- failure to comply with s10(1) & s17(1) FOIA & reg 14(2) & reg 11(4) EIR.	<b>Complaint closed</b>	14/08/09	ICO satisfied with statistics/information provided and confirm no further action to be taken at this time
2009	FOI/07/628 FOI/09/341 FOI/09/537	13/11/07 31/03/09 14/05/09	1st - 3 questions relating to the provision of services for Learning Disability clients 2nd - Provision of spreadsheet promised in previous communications direct with L&D Day Services plus formal explanation why Spadework were not included in the Pricewaterhouse Coopers Value for Money Review for L&D Day Services. 3rd - LD Day Services daily rate & the unit price that is within the level normally allocated under Direct Payment arrangements. What is that rate?	13/12/07 24/04/09 12/06/09	22 16 20	None - provided all recorded information held	N/A	N/A		10/07/09	FS50250771	Failure to provide all information requested	<b>Complaint closed</b>	26/08/09	Complainant is not applicant! ICO has advised complainant to request internal review if still dissatisfied.
2009	FOI/09/439	21/04/09	5 questions about Kent Highway Services regarding the resolution of previously reported issues, data about inspection regimes and cost for calls to 0845 numbers.	29/07/09	69		N/A	N/A		20/07/09	FS50252704	Lack of response	<b>Complaint abandoned</b>	20/07/09	Complaint not pursued by ICO as no response from complainant to enquiries
2009	FOI/09/621	02/06/09	Common ground, Woolpack Corner, Biddenden Information contained within the complaint file regarding the clearing and reinstatement of common ground at Woolpack Corner, Biddenden following its use by Clancy Docwra as a plant yard during works carried out for Mid-Kent Water in January 2008.	19/08/09	56		30/06/09	11/08/09	30	01/08/09	FER0259005	Lack of response	<b>Complaint closed</b>	14/09/09	ICO advise that they will only reopen case if complainant is not satisfied with 19/8/09 response and following completion of another internal review.

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2009	FOI/09/349	31/03/09	Employment Tribunal costs. End of year financial costs paid out by KCC for all tribunals against KCC for finalised and outstanding cases for 06/07, 07/08 & 08/09.	18/05/09	31	s.12 - would exceed the appropriate limit to extrapolate/collate information	15/06/09	01/10/09	77	04/09/09	FS50264039	Lack of response	Complaint closed	04/09/09	ICO state premature as internal review not completed at time complaint escalated to them. Will reopen case if applicant dissatisfied with response
2009	FOI/09/040	14/01/09	Chief Officers bonuses; individual amounts paid plus overall total. 1. How much was paid to Chief Officers in 2008/2009? 2. Were any other senior officers paid a bonus? 3. How does their bonus system work? Is it different to the pay progression linked to staff appraisal?	11/02/09	20	s.40 - personal data	17/04/09	18/05/09	20	08/09/09	FS50264260	Information unreasonably refused	Complaint not progressed	10/09/09	ICO advise that complaint submitted out of time but unlikely to be upheld if investigated.
2009	FOI/09/1208	26/10/09	Grammar School Places report Has KCC commissioned a report examining the possible re-configuration/allocation of grammar school places throughout Kent? If so, when was it commissioned, who wrote it and has it been discussed with any members? Does KCC hold any other information relating to this issue such as briefing notes, correspondence and emails?	10/12/09	33	s36 - prejudicial to the effective conduct of public affairs	04/01/10	07/01/10	3	01/04/10	FS50296488	Inappropriate use of exemption	Complaint closed - informally resolved	08/09/09	Information previously withheld released to applicant 06/09/2010.
2009	FOI/09/1165	13/10/09	Child Incidents and Downgrading of Serious Case Reviews No. of references to the CSC/Ofsted/DCSF child incidents database since 2005? How many SCR's have been initiated by KCC's Safeguarding Board and downgraded? List of references giving the month and date of the child's death and age for each downgraded who instructed KCC?	11/11/09	21	s1 - KSCB is not a public authority so outside scope of FOIA & KCC is not obliged to communicate information held on its behalf	11/11/09	10/03/10	82	23/04/10	FS50303225	Request for information not handled correctly	Complaint closed - informally resolved	02/09/10	Information previously withheld released to applicant 16/07/2010.
2010										04/05/10	FS50305360	Delay in providing response (request submitted 8/12/09, reply received 26/1/10) and then failure to provide information in recorded form.	Complaint not proper to KCC	11/05/10	Complaint relates to Canterbury City Council's involvement with request prior to them forwarding it to KCC on 28/1/10 - see FOI/10/0090
2010	FOI/10/0798	07/06/10	16 questions about footpath SR733 - inaccessibility to the disabled and sub-standard footpath width	30/07/10	39	N/A	21/07/10	30/07/10	7	13/07/10	FER0323079	Lack of response	Complaint upheld - but enforcement not recommended given KCC's acknowledgement of breach	13/09/10	ICO critical of KCC's failure to comply with statutory timescales (s10) and may refer to Enforcement Team if future occurrences.
2010	FOI/10/1168	28/07/10	Flow of traffic and parking in and around Chilham Square. Provide date when the parking bays (marked out by white lines) were removed from Chilham Square, why, and why they were not replaced.	16/09/10	35	Information not held	N/A	N/A	N/A	28/09/10	FS50348810	Lack of response to request submitted 26/7/10	Complaint withdrawn	08/10/10	Dealt with by Kent Highway Services as "business as usual" as information requested not held. Request logged retrospectively following ICO referral.
2010	FOI/10/0819	09/07/10	Land at Brewers Wood, Shorne. 1. Has Geoff Wild contacted Land Registry to redefine the boundaries between KCC's land and other owners? 2. Has the licence been agreed for the owners to have access to KCC's land to extract timber? 3. Why have trees been deliberately removed from applicant's land? Provide copies of all surveys, reports and comments about applicant's land where the boundaries meet KCC's land.	11/08/10	23	N/A	12/08/10	29/09/10	34	18/04/11	FS50386507	Alleges that more information is held than has been released	Complaint closed	21/09/11	ICO considers KCC has released all information held
2011										25/03/11	ENF0382630	Difficulties in responding to requests for information submitted under FOIA and EIR within the appropriate timescales	Undertaking issued under FOIA	24/01/12	Following concerns that performance has not improved sufficiently, ICO has instructed KCC to sign an Undertaking formalising its commitment to openness and compliance with legislation. <a href="http://www.ico.gov.uk/what_we_cover/ta king_action/~media/documents/library/F reedom_of_Information/Notices/FOIA_ke nt_undertaking_ashx">http://www.ico.gov.uk/what_we_cover/ta king_action/~media/documents/library/F reedom_of_Information/Notices/FOIA_ke nt_undertaking_ashx</a>

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2011	FOI/11/0097	24/01/11	Safeguarding Children review: 500 cases which have been highlighted as cause for concern. 6 questions regarding how many children have been let down by Children's Social Services and how KCC will explain to a parent their failure.	01/03/11	26	Information not held (Qs 3 & 5)	10/03/11	17/03/11	5	30/03/11	FS50382163	Disputes that information requested is not held	s50 decision notice issued 24/10/11 s10 - complaint upheld s12 - complaint not upheld s16 - complaint not upheld	24/10/11	ICO considered KCC non-compliant with regard to timeliness but does not require any steps to be taken <a href="https://ico.org.uk/media/action-veve-taken/decision-notice/2011/663854/fs_50382163.pdf">https://ico.org.uk/media/action-veve-taken/decision-notice/2011/663854/fs_50382163.pdf</a>
2011	FOI/11/1155	29/07/11	For each Thanet library provide the number of books hired, CDs hired, DVDs hired, visitors per year, computer sessions per year, staffing costs and any other performance indicators. Also provide copies of all KCC records relating to the proposed closure of Westgate library	N/A	N/A	N/A	N/A	N/A	N/A	26/07/11	FS50402932	Alleged failure to respond to information request originally submitted 18/2/11. (No trace that original request received by KCC)	Complaint closed	26/09/11	ICO advise that they will only reopen case if complainant is not satisfied with 18/08/11 response and following completion of another internal review.
2011	FOI/11/0699	12/05/11	Any communication between KCC officers and other officers or governors about applicant or Lunsford School since May 2010. To include any documents, notes kept by officers, minutes of meetings, emails, requests for advice, views or support received by officers from governors at the school.	24/06/11	23	N/A	N/A	N/A	N/A	12/08/11	RFA0401792	Alleges that more information is held than has been released and has listed documents believed to be incomplete or missing	Complaint closed	20/09/11	ICO considered KCC non-compliant with regard to timeliness (42 calendar days under DPA) but will not pursue further.
2011	FOI/11/0908	24/06/11	Any instructions that have been distributed in terms of the use of promotional materials to promote library events. Any emails referring to Bearsted Library in the past six months. A copy of the library closure proposals put before the Conservative group meeting. A copy of the agenda for the countywide library staff meeting scheduled on 10th June. A copy of any instructions/briefing notes distributed to Kent library staff advising on communications with the media or library campaigning group Voices for the Library.	22/07/11	20	s36 - would prejudice the effective conduct of public affairs to disclose library closure proposals	03/08/11	01/09/11	20	05/10/11	FS50418874	Inappropriate use of exemption (applicant disputes that public interest better served by withholding information)	s50 decision notice issued 19/04/12	19/04/12	ICO agrees public interest in maintaining exception outweighs the public interest in releasing information. Non-exempt information released as per decision notice <a href="https://ico.org.uk/media/action-veve-taken/decision-notice/2012/718636/fs_50418874.pdf">https://ico.org.uk/media/action-veve-taken/decision-notice/2012/718636/fs_50418874.pdf</a>
2011	FOI/11/1058	12/07/11	1. How many consultations on restructuring and redundancy have taken place within KCC in 2011? 2. What are the total number of workers identified at risk in each case of those already underway? 3. What was the date of the Council meeting at which restructuring and redundancy process was approved?	10/08/11	21	s12 - would exceed the appropriate limit to locate information (Q3).	12/08/11	09/09/11	19	26/01/12	FS50427655	Failure to respond to a request for review	Complaint not progressed	10/02/12	Complaint not pursued by ICO as no response from complainant to enquiries
	FOI/11/1561	07/11/11	Provide the date of the council committee meeting at which each redundancy and restructure process was approved and copies of the minutes of those meetings as promised at discussions with Human Resources on 9th September 2011.	05/12/11	20		N/A	N/A	N/A	N/A					
2012	FOI/12/0510	10/04/12	Does anyone check the information given to the FOI is correct? 1) If so, a) who checks it b) what is the procedure to ensure the facts are correct. 2) If not, a) what procedures are followed to bring those misleading to justice? B) Does KCC accept misleading the public is an issue on the basis of lack of fact finding? 3) Has anyone been found to be misleading KCC on FOI requests in the last 10 years? 4) Inform of charges brought and the outcomes of those charges.	03/05/12	17	N/A	04/05/12	06/06/12	20	31/08/12	FS50461442	Not specified	Complaint not progressed	21/02/13	Complaint not pursued by ICO as outside their remit
2012	FOI/12/0877	25/06/12	Provide a copy of the 'full and independent investigation' carried out by East Sussex into applicant's case, mentioned in an email dated 6 February 2012 by the Kent Safeguarding Children's Board.	18/07/12	17	s42 - legal professional privilege	23/07/12	14/08/12	16	10/10/12	FS50464846 RFA0464846	Inappropriate use of exemption	Complaint closed	26/02/13	ICO considers request falls under DPA rather than FOIA but Legal Professional Privilege exemption still applies so KCC compliant with legislation.

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Year for audit monitoring	Request Number	Date of Request	Information Requested	Date of Reply	Number of working days	Exemptions used	Date Review Requested	Date Review Completed	Number of working days	Date received from ICO	Case no	Nature of complaint	Status	Date Closed	Comments
2012	FOI/12/0977	16/07/12	Please provide copies of deceased mother's records from 2002-2009.	09/08/12	18	s40(2) - Personal Information	10/09/12	21/11/12	52	27/11/12	FS50464954	Inappropriate use of exemptions	Complaint closed	11/03/13	No decision notice issued as ICO agreed that the appropriate exemptions had been used to withhold information
	FOI/12/1124	15/08/12	Please provide copies of deceased father's records	04/09/12	13	s41(1) Information provided in confidence									
2012	FOI/12/1148	17/08/12	What written representations and/or comments has KCC received from schools in i) Sevenoaks and ii) the wider Kent area regarding its proposals iii) any other out of county schools? Please include private/ independent schools.	14/11/12	62	s36(2)(b) and (c) - disclosure is likely to prejudice the effective conduct of public affairs	30/11/12	03/01/13	21	21/01/13 05/02/13	FS50473546 FS50484122	No response to information request submitted 17/08/12 Inappropriate use of exemption	s50 decision notice issued 03/07/13	03/07/13	ICO agrees public interest in maintaining exception outweighs the public interest in releasing information. <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2013/882348/fs_50484122.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2013/882348/fs_50484122.pdf</a>
2012	FOI/12/1174	03/08/12	Access to deceased mother's social care file	31/08/12	19	s41 - may result in actionable breach of confidence if disclosed	05/11/12	07/12/12	24	21/02/13	FS50479534	Inappropriate use of exemption	Complaint closed - informally resolved	10/05/13	Specific information from case file provided 8/5/13 (date KCC commenced subsidising Care Home fees)
2012	FOI/12/1627	07/12/12	Information relating the applicant's complaint about weight of defrosted fish	07/01/13	18	s44 - Information requested is classified as 'specified information' under Part 8 of the Enterprise Act 2002.	07/01/13	25/01/13	14	28/02/13	FS50486851	Inappropriate use of exemption	s50 decision notice issued 29/07/13	29/07/13	ICO agreed that the appropriate exemption had been used to correctly withhold information. <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2013/883426/fs_50486851.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2013/883426/fs_50486851.pdf</a>
2013	FOI/13/0173	01/02/13	Information regarding KCC as a creditor of the applicant's late mother. Has the debt been included in the 2011/12 accounts or will it be included in the 2012/13 accounts? How much debt is owed?	01/03/13	20	s41 - duty of confidence	01/03/13 02/03/13	02/04/13	20	29/04/13	FS50494253	Inappropriate use of exemption	s50 decision notice issued 10/10/13	10/10/13	ICO agreed that the appropriate exemption had been used to correctly withhold information. <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2013/911454/fs_50494253.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2013/911454/fs_50494253.pdf</a> Letter received from ICO 14/11/13, applicant has escalated to <b>First Tier Tribunal</b> ref EA/2013/0239. FTT decision issued 26/3/14, <b>appeal dismissed</b> . <a href="https://informationrights.decisions.tribunals.gov.uk/DBFiles/Decision/i1245/Milopoulos,%20Jacqueline%20EA.2013.0239%20(26.03.14)%20Prom%20Date%2027.03.14.pdf">https://informationrights.decisions.tribunals.gov.uk/DBFiles/Decision/i1245/Milopoulos,%20Jacqueline%20EA.2013.0239%20(26.03.14)%20Prom%20Date%2027.03.14.pdf</a>
2013	FOI/13/0150	29/01/13	Copies of all papers/minutes/notes of meetings etc. relating to the consideration of the applicant's complaint to KCC about the alleged maladministration by the Regulation Committee Member Panel at Faversham's Guildhall on 21 November 2012.	20/02/13	16	s42 - notes of meetings contain legally privileged information	21/02/13 05/04/13 08/04/13	05/04/13 03/05/13 21/05/13	29 20 30	31/07/13	FS50506985	Inappropriate use of exemption	Complaint closed	22/01/14	No decision notice issued as ICO agreed that the appropriate exemptions had been used to withhold information
2013	FOI/13/1779	09/11/13	The cost of the investigation into the complaint from the six governors at Sherwood Park School between 17th January and 19th April.	27/11/13	13	Information not held (officers' time not recorded against specific work)	06/12/13	20/12/13	10	09/01/14	FS50525719	The way complainant's request was handled	s50 decision notice issued 14/04/14	14/04/14	ICO agreed that information requested not held therefore KCC had complied with its duty under s1 FOIA. <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2014/981930/fs_50525719.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2014/981930/fs_50525719.pdf</a>
2013	FOI/13/1818 FOI/13/1853 FOI/13/1865	21/11/13 29/11/13 03/12/13	How many complaints have been made against two named social workers? Costs of taking applicant's son into care since June 2009 including expenses, staff time etc. How many times have social workers given blank forms to people to sign?	06/12/13	10 6 5	s14(2) - inappropriate use of FOIA to pursue complaint	11/12/13	13/01/14	21	12/02/14	FS50530672	Inappropriate use of exemption	Complaint closed	28/05/14	No further contact from complainant following provision of information 30/4/14
2014	FOI/14/0068	13/01/14	Provide copies of all minutes, meeting notes, specification documents, examination samples/drafts and test/practice papers.	31/01/14	13	s41 & s43 - test/exam papers provided in confidence and commercially sensitive	07/02/14	11/03/14	22	19/03/14	FS50534350	Inappropriate use of exemption	s50 decision notice issued 13/10/14	13/10/14	ICO agrees that s43 applied to some exempt information but has ordered release of remainder. Information sent to applicant 31/10/14. <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2014/1042664/fs_50534350.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2014/1042664/fs_50534350.pdf</a>
2014	FOI/14/0905	07/04/14	9 requests for reasonable adjustments to be made to computer systems at Margate Library to ensure compliance with the Public Sector Equality Duty (PSED). For each adjustment, provide steps taken to implement and when it will be in place or state why this request is not reasonable.	02/06/14	36	N/A	14/05/14	02/06/14	12	19/05/14	FS50541421	Lack of response to request submitted 7/4/14	Complaint closed	02/06/14	ICO has had no further contact from complainant

Issues investigated by Information Commissioner's Office

Year for audit monitoring	Request Number	Date of Request	Information Requested	Date of Reply	Number of working days	Exemptions used	Date Review Requested	Date Review Completed	Number of working days	Date received from ICO	Case no	Nature of complaint	Status	Date Closed	Comments
2014	FOI/14/0540	17/03/14	Information that KCC holds on the lessons learned from the complaints investigation KCC owned which KCC sent to complainants on 19 April 2013.	17/04/14	23	N/A	07/05/14	06/06/14	21	26/06/14	FS50544675	Applicant believes more information exists than was supplied	s50 decision notice issued 14/10/14	14/10/14	ICO is satisfied that no additional information is held meeting scope of request <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2014/1042637/fs_50544675.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2014/1042637/fs_50544675.pdf</a>
2014	FOI/14/0370	20/02/14	Copies of correspondence to and from bus firms and quotes from bus companies leading up to an arrangement on which payment for the freedom pass service from KCC to each company was and is being made.	13/03/14	15	N/A	07/05/14	09/06/14	20	02/07/14	FS50546439	Not specified	s50 decision notice issued 12/01/15	12/01/15	ICO is satisfied that specified information is not held <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2015/1043105/fs_50546439.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2015/1043105/fs_50546439.pdf</a>
2014	FOI/14/0513	12/03/14	Copy of the sale agreement completed in March 2004, between KCC and Tesco for the 2 acre site of the Adult Education Centre in Dartford.	09/04/14	20	EIR reg 12(5) - commercial information (covenants).	29/04/14	28/05/14	19	03/07/14	FER0546440	Not specified	s50 decision notice issued 30/10/14	30/10/14	ICO considers insufficient argument to justify use of exception and has ordered release of information. <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2014/1042603/fer_0546440.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2014/1042603/fer_0546440.pdf</a>
2014	FOI/14/1353	06/06/14	Provide all information regarding Oakhurst Court Nursing Home. Document relating to adult meeting on 15th June 2010. All letters and documents relating to family. Any other information that access has previously been denied.	N/A	N/A	N/A	N/A	N/A	N/A	18/07/14	FS50544138	Lack of response to request submitted 6/6/14 (No action taken as forewarned in previous correspondence)	Complaint closed	27/08/14	No further contact from complainant following provision of information 28/7/14
2014	FOI/14/1078	09/06/14	Has the Leader of KCC had any meetings with staff or management committee members of East Kent Opportunities or its agents or consultants during the past 2 years to discuss EKO's planning application to build houses on land which it owns at New Haine Road, Ramsgate?	09/07/14	22	s36(2)(b) & (c) - prejudice to effective conduct of public affairs  EIR reg 12(4)(e) - Internal communications & EIR reg 12(5)(d) - litigation privilege	16/07/14	13/08/14	20	16/09/14	FS50553862 FER0553862	Not specified	s50 decision notice issued 13/04/15	13/04/15	ICO is satisfied that EIR regs correctly applied with the exception of one record and has ordered release of information contained within. Information sent 2/12/14. <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2015/1043731/fer_0553862.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2015/1043731/fer_0553862.pdf</a>
2014	FOI/14/1431	30/07/14	All and any paperwork about the applicant's complaint to the Health and Care Professional Council relating to the conduct of named social workers in the Children Social Services Disabled Team.	19/08/14	14	s14(1) & (2) - repeat and vexatious	N/A	N/A	N/A	08/10/14	FS50552744	Not specified	s50 decision notice issued 11/12/14	11/12/14	ICO is satisfied that s14(1) & (2) applied correctly <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2014/1042901/fs_50552744.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2014/1042901/fs_50552744.pdf</a>
2014	FOI/14/1449	04/08/14	Provide all information relating to correspondence between KCC and other third parties - Oakhurst Court Nursing Home, Goldborough Care Agency, Surrey County Council, Tonbridge Primary Care Trust, Kent & Sussex hospital and Kent Police.	20/08/14	12	s14(1) & (2) - repeat and vexatious	03/09/14	25/09/14	16	09/10/14	FS50544138	Not specified	s50 decision notice issued 05/01/15	05/01/15	ICO is satisfied that s14(1) & (2) applied correctly <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2015/1043021/fs_50544138.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2015/1043021/fs_50544138.pdf</a> Letter received from ICO 27/1/15, applicant has escalated to <b>First Tier Tribunal</b> ref <b>EA/2015/0017</b> . FTT has <b>refused appeal</b> 27/7/15 <a href="http://www.informationtribunal.gov.uk/DB/Files/Decision/i1606/Baldwin,%20Joseph%20(EA.2015.0017)%20(27.07.15).pdf">http://www.informationtribunal.gov.uk/DB/Files/Decision/i1606/Baldwin,%20Joseph%20(EA.2015.0017)%20(27.07.15).pdf</a>
2014	FOI/14/1524	14/08/14	Details of any statutory notices issued under the Highways Act 1980, such as those issued under sections 152, 154, 167 and 230 that remain open. For each notice provide date issued, legislation and section issued, reason for issue and postcode of the address the notice relates to.	03/09/14	13	EIR reg 12(4)(b) - Manifestly unreasonable. EIR reg 12(5)(b) - interfere with the course of Justice	08/09/14	07/10/14	21	21/10/14	FER0558525	Not specified	s50 decision notice issued 09/02/15	09/02/15	ICO is satisfied that EIR reg 12(4)(b) applied correctly but KCC failed to provide advice and assistance (EIR reg 9(1)) <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2015/1043292/fer_0558525.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2015/1043292/fer_0558525.pdf</a>
2014	FOI/14/2170	19/11/14	Copies of all datasets that provide information on the road adoption status of highways within Kent.	12/12/14	17		12/12/14	12/01/15	18	19/01/15	FS50567558	Not specified	Complaint withdrawn	08/07/15	ICO issued decision notice on lead cases. Two public authorities were correct to refuse access. Complaint against KCC withdrawn <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2015/1431772/fs_50565809.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2015/1431772/fs_50565809.pdf</a> <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2015/1431764/fer_0572743.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2015/1431764/fer_0572743.pdf</a>

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Year for audit monitoring	Request Number	Date of Request	Information Requested	Date of Reply	Number of working days	Exemptions used	Date Review Requested	Date Review Completed	Number of working days	Date received from ICO	Case no	Nature of complaint	Status	Date Closed	Comments
2014	FOI/14/2360	27/03/14	6 questions relating to the closure of Chaucer School including ALL of the options / models / alternatives and detailed plans that were examined and considered in detail by KCC and the exact costs of the closure of the school.	22/04/15	380		29/04/15	06/05/15	4	18/05/15	FS50570606	Failure to comply with s1 & s17 FOIA	Complaint closed	17/07/15	No further contact from complainant following provision of information 17/7/15
2014	FOI/14/2278	05/12/14	In relation to the Dartford Education Centre and Market Street Car Park, Dartford, provide: the Land Registry title number and details of the successors in title. Please explain the undervaluing of the site and provide details surrounding the £350,000 maximum sum.	08/01/15	21	s41 & s43(2) - details of KCC's acquisition from Tesco deemed confidential and commercially sensitive while negotiations ongoing.	01/03/15	27/03/15	20	20/05/15	FS50580869	Not specified	s50 decision notice issued 16/07/15	16/07/15	ICO is satisfied that EIR exceptions applied correctly <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2015/1432130/fer_0580869.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2015/1432130/fer_0580869.pdf</a>
2014	FOI/14/2167	18/11/14	1) A copy of the final tender submission between KCC and DULC for the Provision of KPSN 2015. 2) A copy of all communication between KCC and the suppliers following release of the Invitation to Submit Final Tenders. 3) A copy of all evaluation guidelines and any other instructions/direction provided to the evaluation team or individual members of the team.	21/01/15	43	s43 - commercially sensitive information (Q1) s31(1) & s38 - details about public sector sites	04/02/15	19/03/15	31	10/08/15	FS50580269	Inappropriate use of exemptions	s50 decision notice issued 16/12/15	18/12/15	ICO is satisfied that the council has correctly applied s43(2), s40(2) and s42 so did not consider the application of section of s43(1) or s41. <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2015/1560395/fs_50580269.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2015/1560395/fs_50580269.pdf</a>
2015	FOI/15/0986	15/06/15	9 questions relating to the closure of Back Lane Chart Sutton, including the date that KCC gave permission to close the road, the date notice of closure was given to the public, the purpose the road was close and confirmation of whether refusal to recognise closure is a criminal offence.	16/07/15	19	N/A	N/A	N/A	N/A	15/06/15	FS50584307	Lack of response to request submitted to KCC Highways Director 22/3/15	Complaint closed	31/07/15	No further contact from complainant following provision of information 31/7/15
2015	FOI/15/0668	15/04/15	1) Confirm whether named registrar is legally bound to refuse my request, and if so what is the exact section and act of legislation which is curbing registrar's powers? 2) What is the exact section and act of legislation which grants her this authority? 3) Please can you confirm who owns these particular registers? 4) Confirm if these registers have been microfilmed, and if not why not?	13/05/15	19	N/A	28/05/15	26/06/15	21	30/07/15	FS50585088	Not specified	Complaint withdrawn	25/08/15	ICO agreed that information not held by KCC for the purposes of FOIA
2015	FOI/15/0288	15/02/15	No use empty loan. All information regarding property known as 27 East Cliff, Dover and Amsterdam House Ltd	13/03/15	20	s40(2) - third party information, s21 - information accessible via other means, s42 - legally privileged information, s43(2) - commercially sensitive and s41 - information provided in confidence	14/03/15	09/04/15	17	07/09/15	FS50581094	Inappropriate use of exemptions	s50 decision notice issued 11/2/16	11/02/16	ICO is satisfied that exemptions correctly applied <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2016/1560705/fs_50581094.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2016/1560705/fs_50581094.pdf</a> Letter received from ICO 17/3/16, applicant has escalated to <b>First Tier Tribunal</b> ref <b>EA/2016/0059</b> . <b>Tribunal dismissed case 19/12/17</b> . <a href="http://informationrights.decisions.tribunal.gov.uk/DBFiles/Decision/i2130/Hussain_Mussrat%20EA.2016.0059%20(19.12.17).pdf">http://informationrights.decisions.tribunal.gov.uk/DBFiles/Decision/i2130/Hussain_Mussrat%20EA.2016.0059%20(19.12.17).pdf</a>
2015	FOI/15/0750	05/05/15	Members allowances and expenses for publication. 1) Annual costs for both chauffeured cars and taxis during 2013/14. 2) Any information which exempts the tax liability for named Member. 3) Any information held in respect of costs for penalties by HMRC.	03/06/15	20	N/A	08/06/15	22/10/15	97	24/09/15	FS50596718	Failure to conduct internal review in a timely manner	Complaint closed	26/10/15	ICO has had no further contact from complainant



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Year for audit monitoring	Request Number	Date of Request	Information Requested	Date of Reply	Number of working days	Exemptions used	Date Review Requested	Date Review Completed	Number of working days	Date received from ICO	Case no	Nature of complaint	Status	Date Closed	Comments
2015	Handled as part of ongoing complaint	28/04/15	Confirm whether named employee is a qualified social worker and who is her supervisor?	20/07/15	57	N/A				03/11/15	FS50598152	Failure to respond to requests in a timely manner	Complaint closed	24/11/15	ICO has had no further contact from complainant
	FOI/15/1564	16/09/15	KCC's involvement with Independent Social Care Assessment Ltd (ISCA). Please provide all information and data relating to investigator's remit in respect of applicant's complaint and mother's case. What exactly has KCC asked him to undertake.	20/10/15	24	N/A									
2015	FOI/15/1116	09/07/15	A road sign on the A249 northbound, Detling Hill, adjacent to the Mill Cottage driveway was either cleaned or changed. Confirm when this took place and the reason for doing so?	04/08/15	18	N/A	27/08/15	29/09/15	22	03/11/15	FS50600019	Applicant believes more information exists than was supplied	s50 decision notice issued 16/12/15	16/12/15	ICO is satisfied that information requested is not held <a href="https://ico.org.uk/media/action-weve-taken/decision-notice/2015/1560420/fs_50600019.pdf">https://ico.org.uk/media/action-weve-taken/decision-notice/2015/1560420/fs_50600019.pdf</a>
2015	FOI/15/1841	04/11/15	All documents produced since the street lighting restrictions were implemented.	19/11/15	11	N/A	19/11/15	08/01/16	33	05/01/16	FS50609826	Delay in receiving decision following request for review	Complaint closed	05/01/16	No further contact from complainant following provision of information 8/1/16
2016	FOI/16/0381	02/03/16	A copy of the Proposal to Develop: A Weald of Kent Grammar Academy Trust Annexe in Sevenoaks, as referred to in the letter dated 1 October 2015 from Paul Carter CBE leader of the Council to Rt. Hon Nicky Morgan Secretary of State for Education.	31/03/16	19	s36 - would prejudice the effective conduct of public affairs	21/04/16	19/05/16	19	12/09/16	FS50641101	Inappropriate use of exemption	Complaint closed - informally resolved	23/12/16	Information previously withheld released to applicant 14/12/16
2016	FOI/16/0503	22/03/16	Provide information, discussions and plans to develop the Cliftonville Lido site and adjacent land on the cliff top	18/04/16	17	s41 - some information provided in confidence by 3rd party	19/04/16	17/05/16	20	01/11/16	FS50648657	Inappropriate use of exemption	s50 decision notice issued 20/2/17	20/02/17	ICO considers insufficient argument to justify use of exception and has ordered release of information. <a href="https://ico.org.uk/media/action-weve-taken/decision-notice/2017/2013523/fs50648657.pdf">https://ico.org.uk/media/action-weve-taken/decision-notice/2017/2013523/fs50648657.pdf</a>
2016	FOI/16/1212	12/07/16	Provide details of the original complaint made about a Kent company to Trading Standards including all documents held by Trading Standards relating to the complaint, all documents received from Citizens Advice Bureau or others, any internal memos or emails and any letters or emails sent to third parties regarding the complaint.	04/08/16	18	s44 - disclosure of "specified information" would breach Part 9 of Enterprise Act 2002	05/08/16	19/09/16	22	02/11/16	FS50649018	Inappropriate use of exemption	s50 decision notice issued 28/3/17	28/03/17	ICO agreed that the appropriate exemption had been used to correctly withhold information. <a href="https://ico.org.uk/media/action-weve-taken/decision-notice/2017/2013853/fs50649018.pdf">https://ico.org.uk/media/action-weve-taken/decision-notice/2017/2013853/fs50649018.pdf</a> Applicant has escalated to <b>First Tier Tribunal</b> ref <b>EA/2017/0085</b> . <b>Appeal dismissed before hearing</b>
2016	FOI/16/1961	28/11/16	All information and advice given to Mr Carter in his investigation and which preceded the letter sent from Mr Carter in response to correspondence reference 13-424MS.	10/01/17	28	s42 - applicable to the legal advice requested	23/02/17	21/03/17	18	23/05/17	FS50677503	Inappropriate use of exemption	s50 decision notice issued 5/10/17	05/10/17	ICO considered that request incorrectly handled under FOIA initially, but when revisited under EIR, the exception to disclosure EIR reg 12(5)(b) was applied correctly. <a href="https://ico.org.uk/media/action-weve-taken/decision-notice/2017/2172515/fs50677503.pdf">https://ico.org.uk/media/action-weve-taken/decision-notice/2017/2172515/fs50677503.pdf</a>
2017	FOI/17/0602	20/02/17	Information about relative's whereabouts	13/04/17	38	s40(2) - third party information	N/A	N/A	N/A	31/03/17	FS50672570	Lack of response to request submitted 17/2/17	Complaint closed - informally resolved	13/04/17	No further contact from complainant following provision of information
2017	FOI/17/0831	10/05/17	Provide copies of any and all correspondence between any KCC employee/member and anyone on the SLGGS Governing Body/teaching staff, with specific reference to the report known as 'The Craig Enquiry'.	01/06/17	15	s12 - would exceed appropriate limit to locate and collate emails meeting scope of request	01/06/17	29/06/17	20	09/08/17	FS50688962	Inappropriate use of exemption	s50 decision notice issued 30/1/18	30/01/18	ICO agreed that the appropriate exemptions were applied to withhold information. <a href="https://ico.org.uk/media/action-weve-taken/decision-notice/2018/2173150/fs50688962.pdf">https://ico.org.uk/media/action-weve-taken/decision-notice/2018/2173150/fs50688962.pdf</a>
2017	FOI/17/1205	11/07/17	Provide copies of all email correspondence between 8 named KCC officers and 5 SLGGS officials (including current and former Chair) relating to the Craig Report and/or the ex Head teacher and/or disciplinary investigations and/or legal, compromise, non-disclosure agreements from January 2017 to date.	08/08/17	20	s12 - would exceed appropriate limit to review emails, s14 - request vexatious	09/08/17	07/09/17	20	13/10/17	FS50700503	Inappropriate use of exemption	s50 decision notice issued 28/3/18	28/03/18	ICO agreed that the appropriate exemptions were applied to withhold information. <a href="https://ico.org.uk/media/action-weve-taken/decision-notice/2018/2258614/fs50700503.pdf">https://ico.org.uk/media/action-weve-taken/decision-notice/2018/2258614/fs50700503.pdf</a> Applicant has escalated to <b>First Tier Tribunal</b> ref <b>EA/2018/0077</b> .

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Year for audit monitoring	Request Number	Date of Request	Information Requested	Date of Reply	Number of working days	Exemptions used	Date Review Requested	Date Review Completed	Number of working days	Date received from ICO	Case no	Nature of complaint	Status	Date Closed	Comments
2017	FOI/17/1242	18/07/17	Provide any details of any outstanding statutory notices under the Highways Act relating to a specified property in Hazlemere Drive, Herne Bay.	10/08/17	17	s21/EIR reg 8 - accessible via publication scheme for a fee	10/08/17	08/09/17	20	28/10/17	FER0703951	Inappropriate use of exemption	<b>s50 decision notice issued 26/4/18</b>	26/04/18	ICO agreed that quoted charge reasonable and in accordance with EIR Reg 8, but VAT not applicable. <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2018/2258772/fer0703951.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2018/2258772/fer0703951.pdf</a>
2017	FOI/17/1283	24/07/18	Provide information about any outstanding statutory notices under the Highways Act that relate to the specified property in Donnington Road, Dunton Green	17/08/18	18	s21/EIR reg 8 - accessible via publication scheme for a fee	18/08/18	18/09/18	20	09/02/18	FER0703951	Inappropriate use of exemption	<b>s50 decision notice issued 26/4/18</b>	26/04/18	ICO agreed that quoted charge reasonable and in accordance with EIR Reg 8, but VAT not applicable. <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2018/2258772/fer0703951.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2018/2258772/fer0703951.pdf</a>
2017	FOI/17/1617	25/09/17	Following on from FOI/14/2278 provide details of negotiations with Tesco re the sale and purchase of Dartford Education Centre, Market Street car park, Lowfield Street including the outcome and where this information might be published.	16/11/17	38	s41 - Legal professional privilege, s43(2) - commercially sensitive information	27/11/17	16/01/18	29	29/01/18	FER0713831	Not specified	<b>s50 decision notice issued 13/8/18</b>	13/08/18	ICO considers KCC correct to rely on EIR regs 12(5)(e), 12(4)(e) and 13(1) to withhold information but public interest in releasing some exempt information outweighs exception. Relevant documents released 24/8/18. <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2018/2259624/fer0713831.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2018/2259624/fer0713831.pdf</a> Applicant has escalated to <b>First Tier Tribunal</b> ref <b>EA/2018/0195</b> . Appeal date 8/2/19. Tribunal <b>dismissed case 18/2/19</b>
2018	0136 - 1040334	29/01/18	11 plus results from all schools in Tunbridge Wells, Tonbridge, Sevenoaks and their surrounding villages. Provide data for the past 5 years. Summary information, e.g. Number in year, Number who took exam and number who passed.	13/03/18	31	s40(2) - low numbers removed to prevent possible identification of children	N/A	N/A	N/A	28/03/18	FS50731140	Lack of response to request submitted 29/1/18	<b>Complaint closed - informally resolved</b>	29/03/18	No further contact from complainant following provision of information
2018	0314 - 1252533	12/02/18	Provide inspection reports for the last five years relating to the road called Mulberry Hill between Chilham & Old Wives Lees, Canterbury	08/03/18	18	N/A	08/03/18	09/04/18	20	09/05/18	FS50735838	Lack of decision following request for internal review	<b>Complaint closed</b>	31/05/18	ICO considers that complaint is matter for LGO
2018	0541 - 1547333	09/03/18	Provide information regarding the incident on 10th January at Ebbsfleet Academy including any reports, photos or communications between Gen2 and Sodexo	24/04/18	30	N/A	02/05/18	30/05/18	19	03/07/18	FS50753605	Not completed within statutory timescales	<b>s50 decision notice issued 3/7/18</b>	03/07/18	ICO confirmed KCC has failed to comply with s10 but no further action required. Decision notice issued at request of applicant. <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2018/2259397/fs50753605.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2018/2259397/fs50753605.pdf</a>
2018	0350 - 1289434	28/02/18	8 questions about KCC's employees, KCC's LATCo employees and consultants including data about remuneration, pensions, payments and benefits. Data required from 2013.	10/04/18	29	s12 - would exceed appropriate limit for LATCOs to locate and collate information meeting scope of request	16/05/18	11/06/18	20	03/10/18	FS50776579	Not specified	<b>s50 decision notice issued 4/2/19</b>	04/02/19	ICO confirmed KCC has failed to comply with s10 (timescales), s17 (refusal notice) and s16 (advice and assistance) but agrees information requested not held. Decision notice issued. <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2019/2614315/fs50776579.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2019/2614315/fs50776579.pdf</a>
2018	0950 - 2178833	29/05/18	Please provide a full disclosure of files relating to the diversion of Public Right of Way SR22 at the Garden House.	21/06/18	17	EIR reg 12(3) & 13, EIR reg 12(5)(e)	21/06/18	23/07/18	22	30/08/18	FER0766224	Not specified	<b>Complaint closed - informally resolved</b>	04/02/19	Information previously withheld released to applicant 4/2/19
2018	1654 - 3486238	12/09/18	4 questions regarding a proposed cycle/footpath upgrade to the road stated.	08/10/18	20	N/A	08/10/18	06/11/18	21	01/11/18	FER0792375	Complaints/review process not quoted in response	<b>Complaint closed</b>	04/01/19	ICO advise that they will only reopen case if complainant is not satisfied with 14/12/18 responses
2018	1069 - 2403533	15/06/18	Provide a copy of Annex A to the Sandwich Rail Infrastructure Project produced on 12/06/18 by KCC officer Stephanie Holt-Castle	12/07/18	19	s43(2) - commercially sensitive information	24/07/18	19/09/18	40	17/01/19	FER0809509	Not specified	<b>s50 decision notice issued 18/6/19</b>	18/06/19	ICO considers KCC correct to rely on EIR regs 12(5)(e) and 12(5)(f) (following review) to withhold information. <a href="https://ico.org.uk/media/action-veve-taken/decision-notices/2019/2615198/fer0809509.pdf">https://ico.org.uk/media/action-veve-taken/decision-notices/2019/2615198/fer0809509.pdf</a> Applicant has escalated to <b>First Tier Tribunal</b> ref <b>EA/2019/0254</b> . Appeal date 17/3/20. Tribunal <b>dismissed case 8/4/21</b>

Issues investigated by Information Commissioner's Office

Year for audit monitoring	Request Number	Date of Request	Information Requested	Date of Reply	Number of working days	Exemptions used	Date Review Requested	Date Review Completed	Number of working days	Date received from ICO	Case no	Nature of complaint	Status	Date Closed	Comments
2018	2293 - 4543568 (SAR/18/406 - 4549566)	27/12/18	Subject Access Request under Art.15 GDPR plus questions about Disabled Children's Services including respite care	18/02/19	36	N/A	N/A	N/A	N/A	29/03/19	FS50829907	Lack of response to request submitted 27/12/18	Complaint closed	02/04/19	ICO advise (by phone 30/8/19) that they will only reopen case if complainant remains unhappy following review
2019	0210 - 4956765 0215 - 4958565	31/01/19	Provide details as to whether KCC has bought anything in preparation for Brexit, and if so provide details of what.	22/03/19	36	N/A	12/03/19	13/03/19	1	03/04/19	FS50830074	Lack of response to request submitted 1/2/19	Complaint closed	12/08/19	No further contact from complainant following provision of information
			4 questions regarding Brexit including: Provide details of any government guidance on how to respond to FOI requests regarding Brexit	05/04/19	46										
2019	0682 - 5942666	10/04/19	4 questions regarding bullying and harassment including the numbers of complaints by staff in the last financial year and how many were acted on and how many were upheld.	17/05/19	25	N/A	N/A	N/A		29/05/19	FS50842877	Lack of response to request submitted 10/4/19	Complaint closed	04/06/19	No further contact from complainant following provision of information
2019	0461 - 5390566	04/03/19	Please provide copies of any correspondence between Mark Dance, a Conservative councillor at Kent County Council and any employees of the Department for Transport (DfT), or ministers at DfT, between the dates of 01/01/2018 and 30/01/2019.	03/06/19	38	N/A	N/A	N/A		14/06/19	FS50846820	Lack of response to request submitted 4/3/19	Complaint closed	14/06/19	No further contact from complainant following provision of information
2019	0851 - 6413065	09/05/19	1. Referencing response dated 9th May ref 6015366), please send me notes of minutes of meetings where KCC was present and dates they took place. 2. Provide copy of 'Transport Scoping Note' also mentioned in previous response.	07/06/19	20	s43(2) - commercially sensitive information	07/06/19	05/07/19	20	08/08/19	FER0856259	Not known	Complaint withdrawn	06/11/19	Complainant decided that he was happy with disclosures
2019	0842 - 6408066	08/05/19	Provide a copy of the current road maintenance report and road repair history for the Road, Well Hill.	05/06/19	19	s40(2) - third party personal data	15/10/19	15/10/19	1	23/10/19	FS50882277	Lack of response to request submitted 8/5/19	Complaint closed	29/10/19	
2019	1275 - 7519569	11/07/19	Provide the data outlining the number of traffic light installations across Kent that have enforced delays programmed into the system.	07/08/19	19	N/A	07/08/19	06/09/19	21	14/11/19	FER0875069- FER0915083	Not known	Complaint withdrawn	03/06/20	
2019	9327421	11/10/19	Statistical data relating to the provision of supported employment service to people diagnosed with ASC	29/10/19	12	s40(2) - third party personal data	06/11/19	09/12/19	23	11/01/20	FS50897215	Not known	Complaint closed	27/02/20	No further contact from complainant following ICO's provisional view that KCC's application of s40(2) correct
2019	9328521	11/10/19	Assessment of competence of social services employees to work with autistic people.	04/12/19	38	N/A	N/A	N/A	N/A	03/12/19	FS50891345	Lack of response to request submitted 11/10/19	s50 decision notice issued 18/2/20	18/02/20	ICO confirmed KCC has failed to comply with s10 but no further action required. <a href="https://ico.org.uk/media/action-veve-taken/decision-notice/2020/2617266/fs50891345.pdf">https://ico.org.uk/media/action-veve-taken/decision-notice/2020/2617266/fs50891345.pdf</a>
2019	1655 - 8925985	26/09/19	Provide the number of complaints the council has received including the local Trading Standards office regarding Britelite Windows Ltd and their products and services.	02/10/19	4	s44 - neither confirm nor deny	02/10/19	30/10/19	20	07/02/20	FS50886405	Not known	s50 decision notice issued 2/4/20	02/04/20	ICO confirmed KCC correctly applied s44 to refuse to confirm or deny. <a href="https://ico.org.uk/media/action-veve-taken/decision-notice/2020/2617603/fs50886405.pdf">https://ico.org.uk/media/action-veve-taken/decision-notice/2020/2617603/fs50886405.pdf</a>
2019	11146877	27/12/19	Please could you make available a copy of the current Agreed Syllabus for Religious Education. It is a statutory document and should be publicly available. Can you please also advise when it will be freely available to download online?	24/01/20	19	N/A	24/01/20	24/01/20	0	08/02/20	FS50905508	Not known	Complaint closed	03/06/20	
2020	13474333	19/12/19	Copy of investigation report relating to concerns about Invicta Law	01/05/20	90	N/A	14/05/20	04/06/20	0	07/07/20	IC-40495-J8F8	Lack of response to request submitted 19/12/19	s50 decision notice issued 7/7/20	07/07/20	ICO confirmed KCC has failed to comply with s10 but no further action required. <a href="https://ico.org.uk/media/action-veve-taken/decision-notice/2020/2618017/ic-40495-j8f8.pdf">https://ico.org.uk/media/action-veve-taken/decision-notice/2020/2618017/ic-40495-j8f8.pdf</a>

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Year for audit monitoring	Request Number	Date of Request	Information Requested	Date of Reply	Number of working days	Exemptions used	Date Review Requested	Date Review Completed	Number of working days	Date received from ICO	Case no	Nature of complaint	Status	Date Closed	Comments
2020	13382634	15/04/20	Figures for deaths that occurred at the care home Woodchurch House Ltd of Brook Street, Ashford, Kent, during and up to the past 60 days	14/05/20	20	s40(2) - low numbers would identify individuals (Not quoted!)	27/07/20	24/08/20	20	27/07/20	IC-42517-R5F6	Did not issue refusal notice that was compliant with legislation	Complaint closed	27/07/20	ICO suggested that complainant submit review request
2020	14365034	26/05/20	Details of communications between Trading Standards and named trader following the referral of complaint from CAB	18/06/20	17	s44 - neither confirm nor deny	02/07/20	07/08/20	26	20/10/20	IC-62225-K7N5		s50 decision notice issued 20/7/21	20/07/21	ICO confirmed KCC correctly applied s44 to refuse to confirm or deny. <a href="https://ico.org.uk/media/action-veve-taken/decision-notice/2021/2620321/ico-62225-k7n5.pdf">https://ico.org.uk/media/action-veve-taken/decision-notice/2021/2620321/ico-62225-k7n5.pdf</a> Applicant has escalated to <b>First Tier Tribunal ref EA/2021/0221</b> .
2020	16016234	27/08/20	Provide position paper referred to in the third paragraph of Keith Abbott's letter of May 17, 2019 and the third paragraph of Roger Gough's letter of February 5, 2020.	13/10/20	32	s43(2) - commercially sensitive information	30/10/20	03/11/20	2	26/01/21	IC-81180-S6Y2		s50 decision notice issued 01/04/22	01/04/22	The ICO considers that KCC wrongly handled the request under FOIA and breached EIR regs 5(1) and 14(1) but that it correctly withheld the requested information under reg 12(4)(e). <a href="https://ico.org.uk/media/action-veve-taken/decision-notice/2022/4020090/ico-81180-s6y2.pdf">https://ico.org.uk/media/action-veve-taken/decision-notice/2022/4020090/ico-81180-s6y2.pdf</a> Applicant has escalated to <b>First Tier Tribunal ref EA/2022/0101</b> . Tribunal <b>dismissed case 10/1/23</b> . <a href="https://informationrights.decisions.tribunals.gov.uk/DBFiles/Decision/13155/Harrison,%20Trevor%20S%20-%20EA.2022.0101%20-%20Decision%20-%20EIR%2012(4)(e)%20.pdf">https://informationrights.decisions.tribunals.gov.uk/DBFiles/Decision/13155/Harrison,%20Trevor%20S%20-%20EA.2022.0101%20-%20Decision%20-%20EIR%2012(4)(e)%20.pdf</a>
2020	16505565	17/09/20	Provide the anonymised raw and standardised results of children taking the Kent test in 2017, 2018, 2019 to include the UPN in electronic format.	15/10/20	20	s40(2) - individual could potentially identify themselves	15/10/20	22/10/20	5	12/11/20	IC-66341-W6B3		s50 decision notice issued 25/3/22	25/03/22	ICO confirmed KCC correctly applied s43 in revised review response issued 17/1/22. <a href="https://ico.org.uk/media/action-veve-taken/decision-notice/2022/4020033/ico-66341-w6b3.pdf">https://ico.org.uk/media/action-veve-taken/decision-notice/2022/4020033/ico-66341-w6b3.pdf</a>
2021	19951959	23/02/21	Provide the payments made to each person with significant control (as listed on the Companies House website) for each of your wholly owned trading vehicles. I would like the total annual sum paid to each person, it does not need to be broken down.	25/06/21	84	s12 - would exceed the appropriate limit to locate information	23/07/21	06/09/21	30	07/05/21	IC-99486-W0X5	Lack of response to request submitted 23/02/21	s50 decision notice issued 24/5/21	24/05/21	ICO confirmed KCC has failed to comply with s10 and has ordered a substantive response within 35 calendar days. <a href="https://ico.org.uk/media/action-veve-taken/decision-notice/2021/2619877/ico-99486-w0x5.pdf">https://ico.org.uk/media/action-veve-taken/decision-notice/2021/2619877/ico-99486-w0x5.pdf</a>
2021	20040761	01/03/21	With particular reference to "Fredonia" formally known as "Montana" who is responsible for maintaining the tarmac path between "The Thatch Cottage" on the east of the A260 and Selsted Farm? Is there a minimum width that pavements should be legally maintained by local authorities to accommodate the needs of the infirm?	25/03/21	17		25/03/21	19/05/21	35	18/06/21	IC-107082-S4D4	Incomplete response to request submitted 01/03/21	Complaint closed	26/11/21	No further contact from complainant so ICO closed case due to a lack of any further evidence, or of dissatisfaction from the complainant
2021	20210657	05/03/21	Please provide a copy of any communication in or around September 2020 with Home Office officials/Clearsprings/Ministers about the use of Napier barracks. Include any emails/correspondence/attendance notes of telephone calls. Copies of the minutes from the Strategic Migration Partnership meetings, multi-agency or outbreak control meetings. Copies of any communication with Home Office in relation to the Covid-19 outbreak at Napier barracks	15/07/21	90		13/04/21	15/07/21	65	01/07/21	IC-111545-Z6Y9	Lack of response to request submitted 05/03/21	Complaint closed	15/07/21	ICO confirms KCC has failed to comply with s10 and has suggested that complainant submit review request if not happy with belated response

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Year for audit monitoring	Request Number	Date of Request	Information Requested	Date of Reply	Number of working days	Exemptions used	Date Review Requested	Date Review Completed	Number of working days	Date received from ICO	Case no	Nature of complaint	Status	Date Closed	Comments
2021	20332758	10/03/21	1. The date on which TEP's website was updated to offer links to two other information packs, by Allsorts and by Stonewall. 2. Correspondence or minutes of meetings by KCC's legal team or TEP that evidences how the Authority has assessed the lawfulness of the advice in both (a) the retracted guidance and (b) the interim guidance. 3. Any communication or advice issued by TEP or the Authority to Kent schools since April 2020 to advise schools either as to the legality of guidance previously issued, or to alert them to the need to update.	07/07/21	81		17/05/21 19/07/21	02/08/21	54	01/07/21	IC-111854-M8B4	Lack of response to request submitted 10/03/21	Complaint closed	15/07/21	ICO confirms KCC has failed to comply with s10 and has ordered that we now respond to the internal review in a timely manner
2021	20364489	12/03/21	I require a copy of all email and paper (letters) correspondence between KCC (staff and councillors) and Cooper Estates and agents (mainly Pro Vision) acting on behalf of Cooper Estates relating to land at Four Elms Road at Edenbridge from 1st January 2017. This relates to Education as well as KCC land put up/promoted for development.	16/04/21	23	s21 - planning portal s43 - commercial interests	23/04/21	04/08/21	71	12/07/21	IC-114453-C8Z9	Lack of response to internal review request submitted 23/04/21	Complaint closed	09/08/21	ICO confirmed 30/11/21 that complainant satisfied with outcome of the review and disclosures and the complaint case has been closed
2021	22296651	07/06/21	a) Minutes of any internal or external discussions relating to the development of new buildings at Borden Grammar School from 1 September 2019 to the present date. b) All correspondence, file notes, emails, documents, plans, planning assumptions, environmental impact assessments, drawings and results of site surveys. c) Details of the number of applications for places at Borden Grammar School, compared with Pupil Admission Numbers for the Academic Years 2015-16, 2016-17, 2017-18, 2018-19, 2019-20 and 2020-2021	05/08/21	43	N/A				26/07/21	IC-117911-J1L5	Lack of response to request submitted 07/06/21	Complaint closed	23/08/21	ICO confirmed 26/11/21 that complainant satisfied with the response he received and the complaint case has been closed
2021	20593189	22/03/21	Five questions about Kent CC in relation to its dealings with Woodford Investment Management from June 2019 up until the date this request is answered including the engagement of any third parties to deal with media, legal advice etc, costs of engagement and list of any/all meetings from 2014 where Woodford was discussed.	23/07/21	85	s36 - to some information s21 - council meetings	23/07/21	18/10/21	60	23/07/21	IC-116668-Q2S6	Lack of response to request submitted 22/03/21	Complaint closed	28/08/21	ICO confirmed 6/4/22 that cases condered to be resolved informally
2021	20593189	22/03/21	Five questions about Kent CC in relation to its dealings with Woodford Investment Management from June 2019 up until the date this request is answered including the engagement of any third parties to deal with media, legal advice etc, costs of engagement and list of any/all meetings from 2014 where Woodford was discussed.	23/07/21	85	s36 - to some information s21 - council meetings	23/07/21	18/10/21	60	16/10/21	IC-132439-Q4S5	Lack of response to review submitted 23/07/21	Complaint closed	21/11/21	ICO confirmed 6/4/22 that cases condered to be resolved informally
2021	19951959	23/02/21	Provide the payments made to each person with significant control (as listed on the Companies House website) for each of your wholly owned trading vehicles. I would like the total annual sum paid to each person, it does not need to be broken down.	25/06/21	84	s12 - would exceed the appropriate limit to locate information	23/07/21	06/09/21	30	19/10/21	IC-126210-F5F4	Use of section 12	s50 decision notice issued 15/9/22	15/09/22	ICO confirmed KCC correctly applied s12 in response issued 25/6/21. <a href="https://ico.org.uk/media/action-veve-taken/decision-notice/2022/4021818/ico-126210-f5f4.pdf">https://ico.org.uk/media/action-veve-taken/decision-notice/2022/4021818/ico-126210-f5f4.pdf</a>
2021	21977117	24/05/21	Five questions about domiciliary care providers contracted by KCC for the years 2019/20 & 2020/21, including amount paid; number of deaths in placement; statistics of deceased; number and name of those investigated for fraud and money recovered.	05/08/21	52	s43 - commercially sensitive information (Q1) s40(2) - personal data (low numbers)	16/08/21	19/10/21	45	01/11/21	IC-137225-W6Q2	Use of exemptions	s50 decision notice issued 31/10/22	31/10/22	ICO has ordered disclosure of withheld information (excluding names of companies) within 35 days <a href="https://ico.org.uk/media/action-veve-taken/decision-notice/2022/4022454/ico-137225-w6q2.pdf">https://ico.org.uk/media/action-veve-taken/decision-notice/2022/4022454/ico-137225-w6q2.pdf</a> Information released 4/11/22

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2021	24509502	08/09/21	Site visits details, meeting notes and minutes, records of discussions and correspondence with third parties and reports produced relating to planning application No 21/00226/AS - Forge Field Oast, Cranbrook Road, Biddenden, Ashford, Kent, TN27 8ER	11/11/21	46	s40(2) - information provided by and about third parties	27/10/21	11/11/21	11	09/11/21	IC-138556-B0Q4	Lack of response to request submitted 08/09/21	Complaint closed	30/11/21	ICO has suggested to complainant that they submit review request if not happy with belated response(s)
2021	23787341	08/08/21	A copy of all digitised tithe maps for the county of Kent, to be supplied in electronic form on a portable hard disk, or alternatively to be made available for download on a file transfer facility.	31/08/21	16	Information already accessible by other means (no exception quoted)	06/09/21	29/09/21	18	15/12/21	IC-144241-S0K1	Disputes that information requested is publicly available	s50 decision notice issued 30/11/21	30/11/22	ICO confirmed KCC correctly applied EIR reg 6(1)(b). <a href="https://ico.org.uk/media/action-veve-taken/decision-notice/2022/4023194/ico-144241-s0k1.pdf">https://ico.org.uk/media/action-veve-taken/decision-notice/2022/4023194/ico-144241-s0k1.pdf</a> Applicant has escalated to <b>First Tier Tribunal ref EA/2022/0455</b> .
2021	26727127	28/12/21	Please provide under information request the following Grid Reference location as longitude or latitude or TQ Grid Reference position of badger setts which was encountered on all planning matters since 2016	18/01/22	16	Estimated 267 hours to check 1600 planning cases and quoted charge of £6675	04/02/22	02/03/22	18	01/04/22	IC-154587-J1X8	Fees notice	s50 decision notice issued 23/11/22	23/11/22	ICO confirmed KCC correctly applied EIR reg 12(4)(b). <a href="https://ico.org.uk/media/action-veve-taken/decision-notice/2022/4022991/ico-154587-j1x8.pdf">https://ico.org.uk/media/action-veve-taken/decision-notice/2022/4022991/ico-154587-j1x8.pdf</a>
2022	27402553	21/02/22	Risk assessment relating to the changes to SEN home to school transport provision	29/04/22	47	s22 & s36 (in relation to review of action taken re SEN Transport changes)	29/04/22	08/08/22	68	07/04/22	IC-163742-S8R2	Lack of response to request submitted 21/02/22	s50 decision notice issued 17/5/22	17/05/22	ICO confirmed KCC has failed to comply with s10 and has ordered a substantive response within 35 calendar days. <a href="https://ico.org.uk/media/action-veve-taken/decision-notice/2022/4020413/ico-163742-sr82.pdf">https://ico.org.uk/media/action-veve-taken/decision-notice/2022/4020413/ico-163742-sr82.pdf</a> Response sent 8/8/22
2022	27371864	22/02/22	Changes to SEN home to school transport provision	03/05/22	47	s22 & s36 (in relation to review of action taken re SEN Transport changes)	17/05/22	08/08/22	57	19/07/22 12/08/22	IC-167754-Q8T0	1. Delay in conducting internal review 2. Handling of request	Complaint closed	21/11/22	ICO considers that complaint settled informally following revised response sent to complainant on 6/10/22
2022	27402553	21/02/22	Risk assessment relating to the changes to SEN home to school transport provision	29/04/22	47	s22 & s36 (in relation to review of action taken re SEN Transport changes)	29/04/22	08/08/22	68	26/07/22	IC-181905-P5F6	Handling of request	s50 decision notice issued 23/11/22	23/11/22	ICO confirmed KCC has failed to comply with s10 but no further action is required. <a href="https://ico.org.uk/media/action-veve-taken/decision-notice/2022/4022983/ico-181905-p5f6.pdf">https://ico.org.uk/media/action-veve-taken/decision-notice/2022/4022983/ico-181905-p5f6.pdf</a>
2022	27371864	05/09/22	12 questions about statutory school age children including statistics on EHE, CME, SAOs and fixed penalty fines	01/11/22	41					25/10/22	IC-198569-S8D0	Lack of response to request submitted 05/09/22	Complaint closed	01/11/22	10-day instruction issued 25/10/22 and response sent 1/11/22. ICO has suggested to complainant that they submit review request if not happy with belated response(s)
2022	33601237	30/11/22	Soft Maintenance schedule for the cutting of the verges on the junction of the A259 and Millbank Lane, Old Romney, Kent for the years 2018 to 2021 inclusive. Also any risk assessment that has been completed by the Kent Highways Department for the cutting schedule for this junction	13/01/23	29		13/01/23	02/02/23	14	12/01/23	IC-209211-J6M3	Lack of response to request submitted 30/11/22	Complaint closed	12/01/23	10-day instruction issued 12/01/23. Response emailed 13/01/23 ICO may reopen complaint if complainant is not happy with review response
2022	30967821	08/08/22	Please may I have reports compiled in process of accessing the 20mph area in Lenham centre and in addition any datasets used in their compilation.	09/09/22	21	EIR Reg 8(1) fees notice	14/10/22	03/02/23	80	16/01/23	IC-209921-C9Z0	Disputes application of fee for provision of traffic survey dataset	Complaint withdrawn	03/02/23	ICO confirms complainant happy with review response (fees withdrawn and information provided free of charge) and will not be taking any further action

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Year for audit monitoring	Request Number	Date of Request	Information Requested	Date of Reply	Number of working days	Exemptions used	Date Review Requested	Date Review Completed	Number of working days	Date received from ICO	Case no	Nature of complaint	Status	Date Closed	Comments
2022	32820765	20/10/22	Data related to this year's Kent Test. 1. Son's raw score 2. Copy of answer sheet for Maths as filled in by son 3. A copy of the document giving the correct answers (a, b, c, d or e) for each question in the Maths paper (to enable us to determine whether Maths answers were correctly marked).	21/12/22	44	2 - Schedule 2, Section 15 DPA 2018; Part 4 - Exam Scripts and Exam Marks 3 - Section 41(1) & 43(2) FOIA	N/A	N/A	N/A	01/03/23	IC-218601-M1S4	Lack of response to request submitted 20/10/22	Complaint closed	01/03/23	ICO considers case closed following confirmation that response was sent to complainant
2022	30017397 (SAR/22/309 )	21/06/22	Subject Access Request under Art.15 GDPR & Request for Information about Deceased Person	04/08/22	32	section 41 - information provided in confidence	04/08/22	05/08/22	1	10/03/23	IC-217923-M3B3	Use of section 41	Complaint closed	04/04/23	ICO confirms information not suitable for disclosure under FOIA and considers the complaint withdrawn due to lack of further contact from complainant.
2022	32644639	21/10/22	Six questions about the statistics published relating to Kent Test results <a href="https://www.kent.gov.uk/education-andchildren/schools/school-places/kent-test#tab-5">https://www.kent.gov.uk/education-andchildren/schools/school-places/kent-test#tab-5</a> ('the Kent test page') - and in particular the section 'What your score means' and KCC's 2022 'Kent Test scores report' ('the report')	09/11/22	13	section 40(2) - low numbers withheld	14/11/22	09/01/23	37	22/03/23	IC-221973-S1N0	Application of section 40(2)	s50 decision notice issued 31/07/23	31/07/23	ICO considers s40(2) is not engaged and had ordered release of previously withheld information. <a href="https://ico.org.uk/media/action-veve-taken/decision-notice/2023/4026082/221973-s1n0.pdf">https://ico.org.uk/media/action-veve-taken/decision-notice/2023/4026082/221973-s1n0.pdf</a> Information emailed 10/08/23
2023	35157381	10/02/23	Information, including e-mails and other correspondence with contractors between 1st December 2022 and 10th February 2023 relating to the removal of brick paving outside 19 Byng Road, Tunbridge Wells, Kent, TN4 9PR, and replacement with tarmac on the 9th February 2023.	22/03/23	28		20/03/23	20/03/23	1	22/03/23	IC-222346-G4B6	Lack of response to request submitted 10/02/23	Complaint closed	22/03/23	10-day instruction issued 22/03/23. Response emailed 22/03/23 ICO may reopen complaint if complainant is not happy with response
2023	34698433	22/01/23	Please supply me with correspondence from councillors, council officials, council entities and partnerships to include 'Reconnect' and the 'build back better' fund on the subject of and/or containing the words 'Cartoon Festival' 'Heme Bay Cartoon Festival' from June 2022 through the present day.	13/02/23	16	Section 12 - would exceed appropriate limit	13/02/23	31/05/23	69	11/05/23	IC-230199-F2R1	Application of section 12 and delay in completing internal review	s50 decision notice issued 08/06/23	08/06/23	ICO confirmed KCC correctly applied section 12 FOIA <a href="https://ico.org.uk/media/action-veve-taken/decision-notice/2023/4025541/230199-f2r1.pdf">https://ico.org.uk/media/action-veve-taken/decision-notice/2023/4025541/230199-f2r1.pdf</a>
2023	35961553	15/03/23	Six questions relating to Kent County Council's use of Xantura's Oneview, including a copy of any data protection or equalities impact assessment made in relation to KCC's use of Xantura's Oneview and any contract with Xantura for the software.	14/06/23	60					06/06/23	IC-235969-K2B8	Lack of response to request submitted 15/03/23	Complaint closed	06/06/23	10-day instruction issued 06/06/23 Response emailed 14/06/23 ICO may reopen complaint if complainant is not happy with response
2023	37880349	30/05/23	Six questions and eight sub questions relating to Prevent including Do staff based at the local authority and or staff employed on behalf of the local authority participate in the Prevent programme.	14/06/23	12	Section 12 - would exceed appropriate limit Section 21 - reasonably accessible	16/06/23	22/06/23	4	28/07/23	IC-247365-M9J9	Application of section 12	s50 decision notice issued 12/10/23	12/10/23	ICO confirmed KCC correctly applied section 24 FOIA to parts 2 & 3 and section 12 to parts 4 to 6. <a href="https://ico.org.uk/media/action-veve-taken/decision-notice/2023/4027067/247365-m9j9.pdf">https://ico.org.uk/media/action-veve-taken/decision-notice/2023/4027067/247365-m9j9.pdf</a>
2023	39934953	08/08/23	1.All correspondence relating to a contract or contracts between the Council and Morgan Sindall Construction and Infrastructure Ltd in connection with land off Cockerling Road, Thanington near Canterbury and the construction of a primary school and nursery. 2.A signed and dated copy of any contract including any Professional Services Contract between the Council and Morgan Sindall. 3.Details of the procurement process adopted by the Council, including the date on which the Department for Education or any other authorising body gave its approval for the construction of the primary school and nursery	06/11/23	64	Section 12 - would exceed appropriate limit (at review stage) Section 21 - reasonably accessible				26/10/23	IC-264713-J9S6	Lack of response to request submitted 08/08/23	Complaint closed	26/10/23	10-day instruction issued 26/10/23. Response (part exempt, part exceeds appropriate limit) issued 6/11/23.

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Year for audit monitoring	Request Number	Date of Request	Information Requested	Date of Reply	Number of working days	Exemptions used	Date Review Requested	Date Review Completed	Number of working days	Date received from ICO	Case no	Nature of complaint	Status	Date Closed	Comments
2023	40581145	04/09/24	Any communications regarding concerns about the care for patients delivered in the children's hospice or by the hospice team at home between 01-02-2018 and 01-02-2023.	29/01/24	102					17/01/24	IC-282380-Y3W4	Lack of response to request submitted 04/09/23	Complaint closed	17/01/24	10-day instruction issued 17/01/24. Response (all information sent) issued 29/1/24



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Year for audit monitoring	Request Number	Date of Request / Incident	Information Requested / Incident details	Date of Reply	Number of calendar days	Exemptions used	Date Review Requested	Date Review Completed	Date referred to or received from ICO	Case no	Nature of complaint	Status	Date Closed	Comments
2004	SAR/04/034	02/08/04	Subject Access Request under s7(1) DPA 1998	08/09/04	37	Third party information - consent to disclose withheld	28/09/04	08/12/04	21/03/05	RFA0054423	Accuracy of information held by KCC and failure to correct it	Complaint not upheld	04/04/05	ICO stated that no response required to their letter - they considers case closed.
2006	SAR/06/113	16/11/06	Subject Access Request under s7(1) DPA 1998	17/01/07	62	Third party information - consent to disclose withheld	N/A	N/A	01/06/07	RFA0145938	Exceeded statutory timescale of 40 days to provide information	Complaint upheld - no enforcement action required	19/06/07	ICO considers KCC non-compliant but will not pursue further
2007	SAR/07/069	17/07/07	Access to son's personal data	25/07/07	8	None cited - believe parent not acting in interest of child	26/7/07 & 16/08/07	24/08/07	26/09/07	RFA0174700	KCC ignored subject access request made on behalf of son.	Complaint upheld - no enforcement action required	07/11/07	ICO considers KCC has contravened 6th DP principle but will not pursue further
2007	SAR/07/062	03/07/07	Subject Access Request under s7(1) DPA 1998	21/08/07	49	No information withheld!	various	30/08/07	01/01/08	RFA0170380	Applicant insists that information has been withheld	Complaint not upheld	22/08/08	ICO considers KCC non-compliant with regard to timeliness but is satisfied that all personal information held by KCC has been provided
2008	SAR/08/070 & 071	09/05/08	Subject Access Request under s7(1) DPA 1998	18/06/08	40	Third party information - consent not obtained & Information provided in confidence	8/7/08 & 8/8/08	N/A	26/05/09	RFA0209686	Applicant insists that information has been withheld and KCC failed to deal with subsequent complaint	Complaint not upheld	03/07/09	ICO considers that KCC appropriately withheld "missing" data.
2008	SAR/08/037	26/03/08	Subject Access Request under s7(1) DPA 1998	22/07/08	118	N/A	11/7/08 22/7/08 24/7/08 25/08/08 19/10/08	22/7/08 1/9/08 14/12/08	11/01/11	RFA0277180	Lack of response to correspondence sent 5/10/09, 14/10/09 and 9/7/10 asking if KCC holds originals of a document supplied by LB of Bexley.	Complaint not upheld	04/04/11	
2009	N/A	25/03/09	Applicant complained to KCC about one of KCC's transport providers, Stagecoach regarding the company's drivers and their monopoly on local bus services. Officer replying to complaint advised that a copy of complainant's correspondence had been forwarded to Stagecoach but following immediate protestation from complainant, details of complaint were never sent on but this was never confirmed with complainant.	26/03/09	N/A	N/A	01/05/09	15/05/09	26/03/09	RFA0241072	Applicant believes that his contact details were provided to third party (Stagecoach) without his consent	Complaint not upheld	03/06/09	Nothing to indicate KCC non-compliant
2009	SAR/09/152	29/03/09	Result of investigation conducted by headmaster of St Stephen's School, Canterbury and all data and information collated to arrive at this conclusion.	N/A	N/A	N/A	N/A	N/A	21/08/09	RFA0253051	Report supposedly sent to complainant 22/12/08 but was never received and subsequent requests for copy to be resent have been ignored.	Complaint not upheld	30/10/09	ICO considers no breach of 6th DP principle as request constituted "business as usual". Missing information now provided
2009	SAR/09/156	10/06/09	Subject Access Request under s7(1) DPA 1998	26/10/09	138	Third party information - consent not obtained & Information provided in confidence	N/A	N/A	18/09/09	RFA0266450	Complainant has not received any response to request sent to KCC despite receiving acknowledgement from Personnel.	Complaint upheld - recommendation given	13/11/09	ICO considers KCC has contravened 6th DP principle and recommends further staff training
2009	SAR/09/018	16/02/09	Subject Access Request under s7(1) DPA 1998	15/04/09	58	N/A	N/A	N/A	04/06/10	RFA0269990	Complainant states that he has not received any information following submission of subject access request for his daughter's personal records despite receiving several acknowledgement letters.	Complaint partially upheld - no enforcement action required	18/11/10	ICO considers KCC non-compliant with regard to timeliness but is satisfied that all personal information held by KCC has been provided

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Year for audit monitoring	Request Number	Date of Request / Incident	Information Requested / Incident details	Date of Reply	Number of calendar days	Exemptions used	Date Review Requested	Date Review Completed	Date referred to or received from ICO	Case no	Nature of complaint	Status	Date Closed	Comments
2009	SAR/09/035	09/03/09	Subject Access Request under s7(1) DPA 1998 for son's records (dob 27/8/06)	16/04/09	38	Information about child's mother redacted - consent to disclose refused	05/05/09		26/10/10	RFA0285355	Records incomplete (none prior to July 2007; son born in July 2006) and heavily redacted	Complaint partially upheld - recommendation given	14/12/10	ICO considers that as 5 years had elapsed since the previous SAR, all the data previously supplied in July 2007 should have been provided again. ICO confirmed redactions appropriate. All personal data held about complainant and son, provided.
2009	SAR/09/183	03/12/09	Subject Access Request under s7(1) DPA 1998	18/01/10	46	Information provided in confidence and consent to even confirm its existence denied by those holding it	N/A	N/A	03/11/10	RFA0299063	Access to personal data refused without adequate explanation or justification	Complaint partially upheld - no enforcement action required	06/01/11	ICO considers KCC non-compliant with regard to timeliness but is satisfied that appropriate response provided to applicant (Information held under s29 DPA is exempt from s7 DPA)
2009	SAR/09/093	10/07/09 25/10/09 20/12/09	Subject Access Request under s7(1) DPA 1998	17/08/09 26/11/09 04/02/10	38 32 45	None cited	27/08/09 07/02/10	02/10/09 24/02/10	16/11/10	RFA0306707	1. Information not provided which complainants know to exist 2. Sensitive personal data sent by unsecure email 3. Inaccuracies in a report not corrected 4. Personal data disclosed inappropriately to 3rd parties without consent	Complaint partially upheld - no enforcement action required	13/01/11	ICO considers KCC non-compliant with regard to timeliness but is satisfied that all other DP principles complied with.
2009	SAR/09/036	12/03/09 05/08/09	Subject Access Request under s7(1) DPA 1998 for son's records (dob 26/11/93)	07/07/09 14/09/09	117 38	None cited	14/07/09	22/01/10	06/04/11	RFA0370749	Applicant unhappy about 1. timeliness, 2. some information is missing, possibly mislaid. 3. accuracy of information and 4. disclosure of 3rd party information.	Complaint partially upheld - no enforcement action required	28/07/11	ICO considers KCC non-compliant with regard to timeliness but is satisfied that all other DP principles complied with.
2010	N/A	17/06/10	3 public access computers in Dover Library infected with malware	N/A	N/A	N/A	N/A	N/A	06/07/10	COM0319859	Breach of 7th Data Protection principle	Complaint not upheld	05/08/10	ICO considers adequate provisions in place at time of disclosure
2010	SAR/ENQ & FOI/10/1024	23/08/10	Enquiry regarding access to own personal data	23/08/10	N/A	N/A	N/A	N/A	14/09/10	RFA0298554	Believes has right of access under FOIA and disputes need to pay £10 fee	Complaint not upheld	05/01/11	ICO confirmed KCC's position is correct
2010	N/A	23/08/10	Email update on available courses for 2010/2011 and how to obtain expanded course directory issued by Canterbury Adult Education in August 2010 to multiple recipients.	N/A	N/A	N/A	N/A	N/A	12/11/10	RFA0346458	Applicant concerned that her email address has been disclosed inappropriately to other recipients of email issued by Canterbury Adult Education and vice versa	Complaint upheld - recommendation given	12/11/10	ICO considers KCC has contravened 7th DP principle and recommends staff training on use of "blind copy" function when emailing multiple recipients
2010	SAR/10/172 & 173	24/01/10	Subject Access Request under s7(1) DPA 1998	No action taken	N/A	N/A	21/06/10 17/09/10	N/A	03/12/10	RFA0303287	Repeated requests for access to daughter's information have been ignored	Complaint partially upheld - no enforcement action required	16/02/11	ICO considers KCC non-compliant with regard to timeliness but is satisfied that 3rd party information withheld appropriately

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2010	N/A	N/A	Social Care professional's referral form to Action for Children for assessment of child's needs and support to child's mother contained details of alleged sexual abuse of child by her father, allegations which turned out to be unfounded following a Civil Court case.	N/A	N/A	N/A	N/A	N/A	13/12/10	RFA0318391	Alleged breach of 1st Data Protection principle - KCC disclosed sensitive personal data about complainant to 3rd party (Action for Children) without consent. (Information shared proved to be	<b>Complaint partially upheld - no enforcement action required</b>	04/02/11	ICO considers that although KCC had lawful basis to disclose information to 3rd party, the disclosure wasn't "fair".
2010	SAR/10/005 AER/10/008 SAR/10/052 SAR/10/149	20/01/10 15/01/10 26/03/10 12/10/10	Request under s7(1) DPA 1998 (herself) Access to Education Records (sons "J" & "M") Request under s7(1) DPA 1998 (son "M") Request under s7(1) DPA 1998 (son "M")	22/02/10 05/02/10 14/04/10 19/11/10	33 21 19 30	N/A N/A (s35) SEN tribunal records N/A	08/03/10 N/A N/A N/A	25/03/10 N/A N/A N/A	18/01/11	RFA0306110	Applicant believes she has not been provided with all the personal data held about son "M" that she is entitled to.	<b>Complaint not upheld</b>	29/03/11	
2010	N/A	N/A	Details of a reconvened Child Protection Conference sent to complainant by mistake (the subject of the CPC is unconnected to complainant)	N/A	N/A	N/A	Phone call received sometime between 29/07/10 & 03/08/10	04/08/10	25/01/11	ENF0371661 (RFA0354936)	Alleged breach of 1st Data Protection principle - KCC disclosed sensitive personal data about 3rd party to complainant who has suffered harassment and persecution as a result of the association.	<b>Complaint closed</b>	21/04/11	ICO critical of KCC's handling of breach but will not pursue further providing recommendations actioned
2010	SAR/10/181	15/12/10	Subject Access Request under s7(1) DPA 1998	22/02/11	69	N/A	N/A	N/A	21/02/11	RFA0371896	Complainant has not received any response to request sent to KCC despite receiving acknowledgement.	<b>Complaint upheld - no enforcement action required</b>	21/02/11	ICO considers KCC non-compliant with regard to timeliness but will not pursue further
2010	SAR/10/121	05/08/10	Subject Access Request under s7(1) DPA 1998	10/09/10	36	Third party information - consent not obtained/consent not appropriate	08/10/10	28/10/10	14/04/11	RFA0361329	Information withheld inappropriately	<b>Complaint upheld</b>	24/05/11	ICO considers some information previously withheld (adult protection case files) can be supplied
2010	SAR/10/167	08/11/10	Subject Access Request under s7(1) DPA 1998	29/12/10	51	N/A	21/01/11	01/02/11	21/12/11	RFA0427692	Alleged breach of 1st Data Protection principle - KCC collected and disclosed sensitive personal data about complainant from and to 3rd parties without consent.	<b>Complaint partially upheld - no enforcement action required</b>	08/05/12	ICO considers KCC non-compliant with regard to timeliness but is satisfied that all other DP principles complied with.
2010	SAR/10/055	26/03/10	Disclosures received following subject access request highlighted that inaccurate data not deleted/corrected as previously promised by Social Services	29/04/11	34	3rd party data - no consent to disclose received	05/05/10	08/07/10	29/06/12	RFA0448898	Alleged breach of 4th Data Protection principle - inaccurate information held by KCC.	<b>Complaint not upheld</b>	31/07/12	ICO considers no evidence to substantiate breach of any DPA principles
2010	SAR/10/120	10/08/10	Subject Access Request under s7(1) DPA 1998	27/08/10	17	Information provided in confidence	25/04/13	14/05/13	16/08/13 29/08/13	RFA0501154 RFA0511670	3rd party information disclosed inappropriately to data subject  Information about data subject disclosed inappropriately to 3rd party	<b>Complaint not upheld</b>	29/10/13	ICO considers no evidence to substantiate breach of any DPA principles
2011	N/A	22/05/11 15/07/11	Complainant concerned that KCC's practice of shredding original handwritten (agreed) Supervision Record of Visit notes in favour of typed (not agreed) version, results in no "true record of meeting". Now this has been addressed, and both records are retained, there is now two separate records of the same discussion, one agreed manual record	28/07/11		N/A	08/08/11	07/09/11	14/10/11	RFA0418130	Breach of 3rd & 4th Data Protection principle	<b>Complaint not upheld</b>	15/02/12	ICO considers no evidence to substantiate breach of any DPA principles

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2011	N/A	18/10/11	Finance company found Child Protection file in a car left as part of a part exchange deal	N/A	N/A	N/A	N/A	N/A	19/10/11	ENF0421230	Breach of 7th Data Protection principle	<b>Complaint upheld - recommendation given</b>	25/06/12	ICO considers KCC has contravened 7th DP principle but no further action required as corrective action already taken and mandatory Council wide training
2011	N/A	03/11/11	The home of a Sessional Independent Reviewing Officer was burgled while on holiday. Among the items stolen was a personal desktop PC which was used for work. The PC (which was password protected), contains Part 2 of the Review Arrangements for the Looked After Children that the officer was assigned to. Personal data is limited to names and dates of birth within the IRO review minutes	N/A	N/A	N/A	N/A	N/A	01/12/11	ENF0426576	Self reported breach of Data Protection Act 1998	<b>Complaint upheld - no enforcement action required</b>	22/04/13	ICO considers incident serious but no formal enforcement action necessary due to remedial action already taken.
2011	N/A	07/11/11	Adobe.pdf file consisting of approximately 500 KentCare Account invoices emailed to the incorrect email address	N/A	N/A	N/A	N/A	N/A	01/12/11	ENF0426606	Self reported breach of Data Protection Act 1998	<b>Complaint upheld - no enforcement action required</b>	22/04/13	ICO considers no further action necessary as remedial action taken immediately and breach contained
2011	N/A	03/06/11	Personal details placed on section of Youth Justice Board's website as part of a training aid for youth justice practitioners. (Personal information given to YJB by KCC for another purpose. KCC had requested data be anonymised before use)	N/A	N/A	N/A	N/A	N/A	02/12/11	ENF0403537	Breach of Data Protection Act 1998	<b>Complaint not upheld</b>	13/06/12	ICO considers adequate provisions in place at time of disclosure
2011	SAR/11/151	10/10/11	Subject Access Request under s7(1) DPA 1998	24/11/11	45	N/A	24/11/11 25/11/11 28/11/11 01/12/11 02/12/11 03/12/11 06/12/11 07/12/11	08/12/11	07/12/11	RFA0427218	Alleged breach of 3rd & 4th Data Protection principles - accuracy of information held by KCC and failure to correct it on request. Also information collected is irrelevant and excessive	<b>Complaint partially upheld - no enforcement action required</b>	01/03/12	ICO considers KCC non-compliant with regard to timeliness but is satisfied that all other DP principles complied with.
2011	N/A	07/12/11	Email sent to multiple recipients by Adoption Team in December asking if they had received survey previously sent in September and November. Email prompted by Ofsted enquiry.	N/A	N/A	N/A	N/A	N/A	16/12/11	RFA0427442	Complainant concerned that her email address has been disclosed inappropriately to other recipients of email issued by Adoption Team and vice versa	<b>Complaint upheld - no enforcement action required</b>	23/01/12	ICO considers KCC has contravened 7th DP principle but no further action required as corrective action already taken.
2011	SAR/12/011	21/11/11	Information obtained by complainant's mother in response to Subject Access Request indicates that a comment in the Core Assessment is inaccurate.	N/A	N/A	N/A	N/A	N/A	19/01/12	RFA0427767	Alleged breach of 4th Data Protection principle - inaccurate information held by KCC.	<b>Complaint not upheld</b>	13/03/12	ICO considers no evidence to substantiate breach of any DPA principles
2011	SAR/11/153 & SAR/12/034	17/10/11	Subject Access Request under s7(1) DPA 1998	24/11/11	38	N/A	27/11/11 01/12/11 08/12/11 13/12/11 18/12/11	06/12/11 07/12/11	19/03/12	RFA0428309	Alleged breach of Data Protection principles - accuracy of information held by KCC and failure to correct it on request. Also information collected is irrelevant and excessive and has been shared inappropriately with 3rd parties.	<b>Complaint not upheld</b>	24/04/12	ICO considers no evidence to substantiate breach of any DPA principles

Issues investigated by Information Commissioner's Office

Year for audit monitoring	Request Number	Date of Request / Incident	Information Requested / Incident details	Date of Reply	Number of calendar days	Exemptions used	Date Review Requested	Date Review Completed	Date referred to or received from ICO	Case no	Nature of complaint	Status	Date Closed	Comments
2012	N/A	07/05/12	Social worker sent email from home via OWA. Email included child protection plan and minutes. An error when entering the email address meant that instead of going to social worker's kent.gov.uk address it went to same name but at geedlemail.com	N/A	N/A	N/A	N/A	N/A	25/05/12	ENF0450171	Self reported breach of Data Protection Act 1998	Complaint closed	22/04/13	ICO considers breach occurred as a result of human error rather than any Council failings so no further action required.
2012	FOI/12/0412	16/05/12	Response to FOI request following review by IR&T Team Leader referred to details about applicant's ongoing dispute with KCC Social Services	N/A	N/A	N/A	16/05/12	17/05/12	11/07/12	RFA0448862	Alleged breach of Data Protection principles	Complaint upheld - no enforcement action required	12/07/12	ICO considers it unlikely that the Council has fully complied with the DPA but that no further action is necessary.
2012	N/A	28/09/12	A BBC journalist was copied in on an email by mistake from Kent Adoption to prospective adopters containing details of siblings in foster care, potential dates of meetings and forward plans. He also received the adopters' reply. BBC then contacted CORAM 3 days later for their comments on the incident which Coram declined to provide.	N/A	N/A	N/A	N/A	N/A	04/10/12	ENF0467103	Self reported breach of Data Protection Act 1998	Complaint closed	31/07/13	ICO considers no sensitive data compromised so does not meet criteria for regulatory action
2012	SAR/12/027 SAR/12/046 SAR/12/135	22/02/12 29/03/12 23/07/12	Request for specific information Request for specific information Subject Access Request under s7(1) DPA	02/04/12 08/05/12 01/09/12	35 34 38	3rd party information	N/A N/A 31/08/12	N/A N/A 16/11/12	03/10/12	RFA0453604	Alleged breach of 4th Data Protection principle - inaccurate information held by KCC.	Complaint partially upheld - no enforcement action required	11/12/12	ICO considers KCC has contravened 6th (timescales) & 7th (security) DP principles but has complied with 4th principle (accuracy of data). No further action is required.
2012	N/A	TBC	Complainant received Occupational Health report relating to a third party and believes a copy of his report was sent to someone else. He also alleges that KCC has written to his GP for medical information without his consent	N/A	N/A	N/A	N/A	N/A	16/10/12	RFA0460931	Alleged breach of Data Protection principles	Complaint upheld - no enforcement action required	16/10/12	ICO considers it unlikely that the Council has fully complied with the DPA but that no further action is necessary
2012	SAR/12/034	24/02/12 06/06/12	Subject Access Request under s7(1) DPA Request for specific information	29/03/12 20/07/12	35 44	N/A	07/04/2012	11/04/2012	30/10/12	RFA0460134	Alleged breach of Data Protection principles: - accuracy of information held by KCC and failure to correct it on request, information has been shared inappropriately with 3rd parties, failure to comply with Subject Access Request within statutory timescales.	Complaint partially upheld - no enforcement action required	11/02/13	ICO considers KCC non-compliant with regard to timeliness but is satisfied that all other DP principles complied with.
2012	N/A	25/09/12	Barrister instructed by KCC accidentally left a suitcase on the train, containing papers relating to a special education needs tribunal for a child with SEN	N/A	N/A	N/A	N/A	N/A	01/11/12	ENF0471139	Self reported breach of Data Protection Act 1998	Complaint closed	10/06/13	ICO will pursue breach with barrister who is Data Controller in their own right.
2012	N/A	13/11/12	Annual Pension Illustrations sent out to pension fund clients included personal data relating to other pension fund clients. 1682 individuals (surnames beginning "m" to "n").	N/A	N/A	N/A	N/A	N/A	19/11/12	ENF0473349	Self reported breach of Data Protection Act 1998	Complaint closed	22/04/13	ICO considers incident serious but no formal enforcement action necessary due to policies in place at time of incident and remedial action taken
2012	N/A	13/11/12	Annual Pension Illustrations sent out to pension fund clients included personal data relating to other pension fund clients. 1682 individuals (surnames beginning "m" to "n").	N/A	N/A	N/A	N/A	N/A	14/01/13	RFA0473289	Breach of 7th Data Protection principle	Complaint upheld - no enforcement action required	14/01/13	DP breach already reported to ICO and remedial action taken

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2012	N/A	11/10/12	Subject Access Request under s7(1) DPA following complaint. <i>(Complainant was sent email by mistake which contained subjective comments about herself by a social worker. Information held by KCC is therefore excessive and inaccurate.)</i>	N/A	N/A	N/A	N/A	N/A	26/04/13	RFA0484306	Breach of 6th & 7th Data Protection principles	Complaint not upheld	26/06/13	ICO considers no evidence to substantiate breach of any DPA principles
2012	N/A	10/10/12	Sensitive personal data about the complainant was requested from her GP and provided to her ex-husband without her consent.	N/A	N/A	N/A	N/A	N/A	14/05/13	RFA0486929	Alleged breach of Data Protection principles	Complaint not upheld	19/07/13	ICO considers no evidence to substantiate breach of any DPA principles.
2012	N/A	06/08/12	Identity of person reporting suspected abuse to NSPCC in confidence was provided to the mother of the child involved contrary to explicit instructions by referrer and NSPCC. Initial assessment also included inaccurate data and referred to the paternal grandfather as opposed to the maternal	N/A	N/A	N/A	N/A	N/A	04/06/13	RFA0488332 ENF0507337	Alleged breach of Data Protection principles: - information has been shared inappropriately, inaccuracy of information held by KCC and failure to correct it on request,	Complaint upheld	01/08/2013 21/01/2014	ICO considers it unlikely that the Council has fully complied with the DPA. Enforcement action considered but deemed not necessary due to remedial action already taken.
2012	FOI/12/1051 & SAR/12/146	01/08/12 08/08/12	Information about the removal of the category of neglect from ICS Subject Access Request under s7(1) DPA	22/08/2012 11/09/2012	15 34	N/A no consent to disclose 3rd party data	23/08/2012 11/09/2012	06/09/2012 01/10/2012	17/06/13	RFA0489228	Alleged breach of 6th Data Protection principle	Complaint upheld - no enforcement action required	31/07/13	ICO considers it unlikely that the Council has fully complied with s7(4) DPA and recommends SAR revisited by 9/9/13. Records posted by special delivery 2/9/13.
2013	SAR/13/007 (also FOI/13/0044)	22/01/13	Subject Access Request under s7(1) DPA	29/01/13	7	s9A(i) - unstructured data (unable to conduct authority wide "wild card" search of contents of electronic records)	N/A	N/A	07/03/13	RFA0486438 RCC0512815	Alleged breach of 6th Data Protection principle	Complaint upheld - no enforcement action required	07/08/13	ICO considers it unlikely that the Council has fully complied with the DPA but that no further action is necessary. Decision challenged 2/9/13, ICO conducting review.
2013	ISI/13/018	13/01/11	KCC is alleged to have (a) repeatedly sent confidential CP minutes and other correspondence to the wrong address (b) failed to update records with correct address (c) failed to either correct/annotate other records held about	N/A	N/A	N/A	N/A	N/A	27/03/13	RFA0476123	Alleged breach of 4th Data Protection principle	Complaint upheld - no enforcement action required	23/05/13	ICO considers it unlikely that the Council has fully complied with the DPA but that no further regulatory action is necessary
2013	ISI/13/035	29/05/13	Some Primary Allocation letters have been sent to the wrong parents. The letter folding machine was not set up correctly and some parents have received 2 letters, one belonging to another parent.	N/A	N/A	N/A	N/A	N/A	05/06/13	ENF0500067	Self reported breach of Data Protection Act 1998	Complaint closed	15/06/13	ICO considers that as personal data compromised was not sensitive, breach does not meet ICO's Regulatory Action Policy.
2013	ISI/13/042	03/08/11	KCC is alleged to have used sensitive personal information unfairly and outside of the individual's reasonable expectations as Occupational Health divulged clinical information to her manager without her explicit written	N/A	N/A	N/A	11/01/12 15/03/12 30/03/12	18/01/12 27/03/12 18/04/12	17/06/13	RFA0488520	Alleged breach of Data Protection principles	Complaint upheld - no enforcement action required	19/09/13	ICO considers it unlikely that the Council has fully complied with the DPA but that no further regulatory action is necessary
2013	SAR/13/071	08/05/13	Subject Access Request under s7(1) DPA	30/07/13	83	N/A	N/A	N/A	19/07/13	RFA0504491	Alleged breach of 6th Data Protection principle	Complaint upheld - no enforcement action required	19/07/13	ICO considers it unlikely that the Council has fully complied with the DPA and must ensure records dispatched by 9/8/13

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Year for audit monitoring	Request Number	Date of Request / Incident	Information Requested / Incident details	Date of Reply	Number of calendar days	Exemptions used	Date Review Requested	Date Review Completed	Date referred to or received from ICO	Case no	Nature of complaint	Status	Date Closed	Comments
2013	N/A	12/04/11 10/05/12	1. Paternal grandmother made what she believed to be an anonymous referral regarding the care her granddaughter was receiving but her identity was then divulged to the parents at a Child Protection Case Conference. 2. As part of day-to-day work complainant had sight of a social care assessment of a child unrelated to her. When reading the assessment, she discovered parts of the text had been lifted from a social care assessment of her own granddaughter and it was possible to identify her and other members of her family from reading the assessment of the unrelated child.	N/A N/A	N/A N/A	N/A N/A	N/A N/A	N/A N/A	07/08/13	RFA0496599	Alleged breach of 7th Data Protection principle	<b>Complaint upheld - no enforcement action required</b>	05/09/13	ICO considers it unlikely that the Council has fully complied with the DPA but that no further regulatory action is necessary
2013	SAR/13/116	02/07/13	Subject Access Request under s7(1) DPA	11/08/13	37	N/A	N/A	N/A	16/09/13	RFA0505867	Alleged breach of 6th Data Protection principle	<b>Complaint partially upheld - no enforcement action required</b>	18/10/13	ICO considers KCC non-compliant with regard to timeliness but is satisfied that all other DP principles complied with.
2013	ISI/13/058	25/09/13	Independent Social Worker sent email containing personal information (a prospective adopters report) to the prospective adopters but mistyped email address of one of the recipients. <del>Attachment was not password protected</del>	N/A	N/A	N/A	N/A	N/A	15/10/13	ENF0516588	Self reported breach of Data Protection Act 1998	<b>Complaint closed</b>	21/01/14	ICO considers that as personal data compromised was not sensitive, breach does not meet ICO's Regulatory Action Policy.
2013	SAR/13/052	27/03/13	Subject Access Request under s7(1) DPA	13/06/13	78	Third party information - consent not obtained & Information protected by Legal Professional Privilege	14/06/13	15/08/13	13/11/13	RFA0509896	Alleged breach of 6th Data Protection principle	<b>Complaint upheld - no enforcement action required</b>	24/12/13	ICO considers it unlikely that the Council has fully complied with the DPA but that no further regulatory action is necessary.
2013	ISI/13/068	28/10/13	Individual gained access via Kent.gov.uk to two pdf files which showed invoices raised by KCC for payment of adult social care fees including those relating to her father. Subsequent complaint to ICO that KCC refused to contact other individuals whose data had been compromised.	N/A	N/A	N/A	N/A	N/A	22/11/13 07/03/14	ENF0521790 RFA0524774	Self reported breach of Data Protection Act 1998 Alleged breach of Data Protection principles	<b>Complaint closed</b>	03/02/2014 07/03/2014	ICO considers that as personal data compromised was not sensitive, breach does not meet ICO's Regulatory Action Policy. Above decision reaffirmed following separate
2013	SAR/13/101	17/06/13	Subject Access Request under s7(1) DPA	10/07/13	23	Information provided in confidence by third parties - consent to disclose refused	17/07/13 31/07/13 04/08/13 08/09/13	31/07/13 04/08/13 21/08/13 07/10/13	21/11/13	RFA0515487	Alleged breach of 6th & 7th Data Protection principles	<b>Complaint closed</b>	20/02/14	ICO considers the Council has fully complied with DPA requirements.
2013	ISI/13/057	27/06/13 03/09/13	1. Complainant states he never received papers he was supposedly served with, so someone else must be in receipt of sensitive personal information about him and his family. 2. Letter from Children's Social Services was sent to wrong address; was subsequently redelivered by Royal Mail	N/A	N/A	N/A	13/09/13	21/10/13	06/01/14	1. RFA0520879 2. RFA0539194	Alleged breach of Data Protection principles	1. <b>Complaint closed</b> 2. <b>Complaint upheld</b>	28/04/14	1. ICO considers insufficient information to investigate. 2. ICO considers it unlikely that the Council has fully complied with the DPA but that no further action is necessary.
2013	ISI/13/078	05/12/13	1. Email containing personal/out of date information was sent to an ex KCC employee via the Senior Leadership Team at the school she now works at. 2. Also pension information sent to the wrong address.	20/12/13	11	N/A	N/A	N/A	27/02/14	RFA0527779	Alleged breach of Data Protection principles	1. <b>Complaint closed</b> 2. <b>Complaint upheld</b>	02/06/14	1. ICO considers reasonable to disclose information to the school 2. ICO considers it unlikely that the Council has fully complied with the DPA but that no further action is necessary.

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2014	ISI/14/014	12/02/14	Core assessments have been sent out to two families involved in a s47 child protection investigation. Documents contained information relating to not only recipients' own children but others involved. Information compromised includes names, DOB, addresses, contact numbers, wishes and feelings of the children, and details of their disclosures.	N/A	N/A	N/A	N/A	N/A	27/02/14	ENF0532779 RFA0533894	Self reported breach of Data Protection Act 1998 Breach of 7th Data Protection principle	Complaint upheld	13/04/15	ICO considers the Council has breached DPA and has invited the Council to participate in an ICO audit rather than take formal regulatory action. Audit arranged for wc 27/10/15. Final report published 12/2/16, reasonable assurance. <a href="https://ico.org.uk/action-weve-taken/audits-advisory-visits-and-overview-">https://ico.org.uk/action-weve-taken/audits-advisory-visits-and-overview-</a>
2014	SAR/14/040	10/02/14	Subject Access Request under s7(1) DPA	21/03/14	39	N/A	N/A	N/A	14/04/14	RFA0535149	Alleged breach of 6th Data Protection principle	Complaint closed	15/07/14	ICO considers the Council has fully complied with DPA requirements.
2014	ISI/14/062	06/02/14	Breach of confidence. Information Governance arrangements at remote sites in Dover and Thanet are inadequate and personal data is not being shared securely. Transpired that package containing five client files was not marked private and confidential and was therefore opened by DDC post room to ascertain intended recipient (a KCC Staff Care Services OH advisor running an occupational health clinic at DDC)	N/A	N/A	N/A	N/A	N/A	18/06/14	RFA0550719	Breach of 7th Data Protection principle	Complaint upheld	13/11/14	ICO considers it unlikely that the Council has fully complied with the DPA but that no further action is necessary
2014	SAR/14/124	28/04/14	Subject Access Request under s7(1) DPA	29/07/14	92	N/A	N/A	N/A	15/07/14	RFA0547013	Breach of 6th Data Protection principle	Complaint upheld - no enforcement action required	15/07/14	ICO considers it unlikely that the Council has fully complied with the DPA and must ensure records dispatched by 29/7/14
2014	SAR/14/241	15/07/14	Subject Access Request under s7(1) DPA	16/10/14	93	N/A	N/A	N/A	03/09/14	RFA0552879	Breach of 6th Data Protection principle	Complaint upheld - no enforcement action required	03/09/14	ICO considers it unlikely that the Council has fully complied with the DPA and must ensure records dispatched by 17/9/14
2014	SAR/14/267	10/10/14	Subject Access Request under s7(1) DPA	N/A	N/A	N/A	N/A	N/A	16/01/15	RFA0561373	Alleged breach of 6th Data Protection principle	Complaint closed	09/02/15	ICO considers there is no breach of the DPA because the Council has not received the £10 fee.
2014	ISI/14/104	14/05/14	Records sent to complainant's sibling (SAR/14/106) contained sensitive personal data about complainant's past that sibling would not have been aware of. Another sibling is now harassing her as she does not believe the historic abuse allegations against a mutual	N/A	N/A	N/A	15/10/14	08/01/15	05/02/15	RFA0568177	Breach of 7th Data Protection principle	Complaint upheld - no enforcement action required	23/06/15	ICO considers that 7th DP principle breached but that no further regulatory action is necessary in lieu of planned consensual audit.
2014	SAR/14/289	20/10/14	Unlawful processing of data, inaccuracies within records that could be misinterpreted, inadequate response to subject access request (provision of information delayed and information missing)	25/11/14	36	N/A	30/03/15	17/04/15	02/11/15	RFA0600815	Alleged breach of 1st, 3rd, 4th & 6th Data Protection principles	Complaint upheld - no enforcement action required	15/01/16	ICO considers that the Council has failed to comply with 3rd, 4th and 6th DP principles, but as complaint already addressed no further regulatory action is necessary in lieu of stats monitoring (EN00612409)



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2015	ISI/15/031	05/02/15	Personal information disclosed to 3rd party organisations inappropriately	N/A	N/A	N/A	12/03/15	16/04/15	29/04/15	RFA0579211	Alleged breach of Data Protection principles	Complaint closed	25/06/15	ICO considers no breach of DPA as disclosure was made in line with child protection policies and
2015	ISI/15/065	13/07/15	Information relating to 3rd party included in recipient's document bundle	17/07/15	4	N/A	N/A	N/A	07/07/15	RFA0590030	Breach of 7th Data Protection principle	Complaint upheld - no enforcement action required	28/01/16	ICO considers that 7th DP principle breached but that no further regulatory action is necessary
2015	ISI/15/063	13/07/15	CP report found on pavement in Canterbury by member of the public. Records mislaid by another organisation involved in a multi-agency child protection conference	17/08/15	25	N/A	N/A	N/A	07/07/15	COM0591530	Self reported breach of Data Protection Act 1998 by 3rd party organisation	Complaint closed	20/07/16	ICO did not consider Council was Data Controller so no further action required.
2015	SAR/15/096	06/05/15	Subject Access Request under s7(1) DPA	27/07/15	82	N/A	15/06/15 17/07/15	27/07/15 03/09/15	10/07/15	RFA0587073	Alleged breach of 4th & 6th Data Protection principle	Complaint upheld - no enforcement action required	05/02/16	ICO considers that the Council has failed to comply with 4th & 6th DP principles but no further regulatory action is necessary
2015	N/A	14/02/15	Copy of information provided by third party in confidence, the contents of which resulted in the application to become foster carers being declined.	12/03/15	26	s40(2) & s41 FOIA, s7(4) DPA	26/03/15	23/04/15	20/07/15	RFA0586434	Alleged breach of 6th Data Protection principle	Complaint closed	07/08/15	ICO considers the Council has fully complied with DPA requirements.
2015	ISI/15/064	13/07/15	Payroll reports for final payroll sign off were sent to a competitor in error	N/A	N/A	N/A	N/A	N/A	04/08/15	COM0591999	Self reported breach of Data Protection Act 1998	Complaint upheld - no enforcement action required	21/08/15	ICO considers that 7th DP principle breached but that incident does not meet criteria for further regulatory action.
2015									24/08/15	ENQ0612498	Difficulties in responding to subject access requests under s7 DPA within the appropriate timescales	Complaint closed	17/03/16	Following improvements in performance, no further action necessary
2015	N/A	N/A	Possibly linked to complaints received from a member of the public between 29/7/15 and 4/8/15.	N/A	N/A	N/A	N/A	N/A	07/09/15	NN0815018	County Councillors' failure to notify as Data Controllers	Complaint closed	18/09/15	No further action necessary as registration of County Councillors in hand.
2015	SAR/15/101	13/05/15	Subject Access Request under s7(1) DPA	18/06/15	26	N/A	20/06/15	07/07/15	09/09/15 13/06/16	RFA0593096 RCC0630442	Information missing Information withheld inappropriately	Complaint closed Complaint closed	02/11/2015 04/11/2016	ICO considers the Council has fully complied with DPA requirements. Case reviewed 13/6/16 following further complaint, ICO has asked the Council to review (some) previously withheld information. Review completed, ICO say no further action required.
2015	SAR/15/225	08/10/15	Subject Access Request under s7(1) DPA	04/01/16	88	3rd party personal data, and information attracting legal professional privilege	27/11/15 02/12/15 19/12/15	04/01/16	19/12/15	RFA0606557	Breach of 6th Data Protection principle.	Complaint upheld - no enforcement action required	02/02/16	ICO considers that the Council has failed to comply with 6th DP principle, but as complaint already addressed no further regulatory action is necessary in lieu of stats monitoring (ENQ0612498)
2015	SAR/14/223 SAR/15/191	26/06/13 13/08/14 07/09/15	Unverified information about complainant provided by third party and included in Child Protection Report which was then shared with family. 2 x Subject Access Requests under s7(1) DPA	24/10/13 28/08/14 29/10/15	90 15 52	Insufficient detail to locate information	various	various	08/01/16	RFA0605425	Breach of Data Protection principles	Complaint upheld - no enforcement action required	11/02/16	ICO considers that the Council failed to comply with 4th DP principle at the time, but as complaint already addressed no further regulatory action is necessary.

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2015	Pre-SAR ENQ	10/12/15	Information about consultation between School and Social Services in January 2015 about applicant's son.	29/02/16	81	N/A	N/A	N/A	06/02/16	RFA0614938	Breach of 6th Data Protection principle.	Complaint upheld - no enforcement action required	29/02/16	ICO considers that the Council failed to comply with 6th DP principle, but as information now provided, no further regulatory action is necessary.
2015	SAR/15/200	10/09/15	Subject Access Request under s7(1) DPA	15/10/15	35		08/01/16	11/01/16	11/02/16	RFA0611885	Breach of 6th Data Protection principle.	Complaint closed	21/04/16	ICO considers the Council has fully complied with DPA requirements.
2015	ISI/15/150	15/06/15	Grandfather named in C&F Assessment as source of Child Protection referral despite requesting to remain anonymous. Seeking apology and compensation.	17/09/15	94	N/A	18/11/15	23/02/16	02/03/16	RFA0615914	Breach of 7th Data Protection principle.	Complaint upheld - no enforcement action required	07/04/16	ICO considers that the Council failed to comply with 7th DP principle, but as apology given and correct procedures in place, no further regulatory action is necessary.
2015	SAR/15/249	11/11/15	Subject Access Request under s7(1) DPA	17/12/15	36	Legal Professional Privilege	08/01/16	01/03/16	14/04/16	RFA0618526	Breach of 6th Data Protection principle.	Complaint closed	12/05/16	
2016	ISI/16/032	16/03/16	Early Help Assessment included the confidential address of another family member.	N/A	N/A	N/A	N/A	N/A	30/03/16	COM0622730	Self reported breach of Data Protection Act 1998	Complaint upheld - no enforcement action required	12/08/16	ICO considers that 7th DP principle breached and has made 3 recommendations but that incident does not meet criteria for further regulatory action.
2016	SAR/16/107	28/04/16	Subject Access Request under s7(1) DPA	04/07/16	67	N/A	05/07/16	20/07/16	04/07/16	RFA0636213	Breach of 6th Data Protection principle	Complaint closed	03/11/16	
2016	CF&E-006455	12/12/15? (not recorded by recipient)	Subject Access Request under s7(1) DPA (access to CCTV footage)	25/01/16	45	Information not held	N/A	N/A	06/07/16	RFA0620424	Breach of 6th Data Protection principle	Complaint upheld - no enforcement action required	17/08/16	ICO considers that 6th DP principle breached and have requested action taken re CCTV signage (installed wc 8/9/16), but that incident does not meet criteria for further regulatory action.
2016	SAR/16/054	16/03/16	Subject Access Request under s7(1) DPA	15/04/16	30	N/A	15/04/16	13/06/16	13/07/16	RFA0627979	Breach of 1st & 7th Data Protection principle	Complaint upheld	16/09/16	ICO considers that the Council failed to comply with 1st DP principle and has requested measures be put in place to prevent future recurrence. Action plan sent 14/10/16. Evidence that action completed sent 14/3/17
	FOI/16/0461	16/03/16	Provide details where applicant's own emails have been accessed and shared either deliberately or by accident and if the former, what was reason.	07/04/16	14	N/A	08/04/16	06/05/16						
2016	SAR/16/125	31/05/16	Subject Access Request under s7(1) DPA	01/06/16	1	N/A	N/A	N/A	12/08/16	RFA0636109	Breach of 1st Data Protection principle	Complaint upheld	16/09/16	ICO considers that the Council failed to comply with 1st DP principle and has requested measures be put in place to prevent future recurrence. Action plan sent 14/10/16. Evidence that action completed sent 14/3/17
	FOI/16/0433	16/03/16	Provide details of every instance when KCC has gained access to applicant's h:drive area on KCC network, including emails, and for what purpose?	04/04/16	15	N/A								

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2016	ISI/16/090	16/05/16	Initial assessment shared with Police without consent	14/07/16	59	N/A	N/A	N/A	01/09/16	RFA0639107	Unauthorised disclosure	Complaint upheld - no enforcement action required	10/10/16	ICO considers that the Council failed to comply with DP principles, but as adequate steps taken to prevent recurrence, no further regulatory action is necessary.
2016	ISI/16/150	21/09/16	Stolen laptop, mobile phone, notebook and paperwork left in car overnight	N/A	N/A	N/A	N/A	N/A	03/10/16	COM0649113	Self reported breach of the Data Protection Act 1998	Complaint upheld - no enforcement action required	15/02/17	ICO considers that 7th DP principle breached, has made 4 recommendations, but that incident does not meet criteria for further regulatory action.
2016	ISI/16/184	10/12/15	Names of 494 people included in online disclosure (transactions over £250 - October 2015). Complainant also querying financial discrepancies arising from KCC removing personal data prior to disclosure rather than depersonalising/redacting it.	N/A	N/A	N/A	N/A	N/A	18/01/17	RFA0654872	Unauthorised disclosure	Complaint upheld - no enforcement action required	30/01/17	ICO considers that 7th DP principle breached but that incident does not meet criteria for further regulatory action.
2016	N/A	22/06/16	Retention period (until child reaches 40 years of age) applied to records on Liberi following a s47 investigation is unlawful	20/07/16	20	N/A	06/09/16	30/09/16	03/02/17	RFA0650910	Breach of 5th Data Protection principle	Complaint closed	22/02/17	
2016	N/A	28/09/16	Personal information included in email response sent by KCC to complainant's work email address which complainant was using for correspondence.	13/10/16	11	N/A	27/01/17	09/02/17	22/02/17	RFA0655155	Breach of 7th Data Protection principle	Complaint closed	20/03/17	
2016	SAR/16/260	09/12/16	Subject Access Request under s7(1) DPA	13/01/17	36	Third party data - no consent to disclose	18/01/17	15/02/17	06/04/17	RFA0674275	Breach of 6th Data Protection principle	Complaint upheld - no enforcement action required	23/05/17	ICO considers the Council failed to comply with subject access rights and has requested SAR training to all staff reviewed.
2016	SAR/16/194	31/08/16	97 questions about the copies of records provided, including the inclusion of information never seen before, records relating to another (mentally impaired) client, and inaccurate information about data subject.	12/10/16	42	N/A	24/07/17	18/08/17	10/10/17	RFA0651590	Breach of 4th Data Protection principle	Complaint closed	04/01/18	ICO considers no evidence of breach.
2017	N/A	25/01/17	Complainant concerned that KCC failed to take appropriate action to verify the accuracy of information provided by Kent Police and then shared that inaccurate data with a third party.	10/02/17	12	N/A	N/A	N/A	21/03/17	RFA0665279	Breach of 4th Data Protection principle	Complaint closed	10/04/17	ICO considers the Council has fully complied with DPA requirements.
2017	ISI/17/035	07/03/17	Member's pension deferred benefit updates, produced in 2015 and 2016, detailing personal data have been sent to an incorrect address	08/03/17	1	N/A	N/A	N/A	06/04/17	RFA0670249	Breach of 4th & 7th Data Protection principles	Complaint upheld - no enforcement action required	19/04/17	ICO considers that DP principles not complied with, has made 3 recommendations, but that incident does not meet criteria for further regulatory action.

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Year for audit monitoring	Request Number	Date of Request / Incident	Information Requested / Incident details	Date of Reply	Number of calendar days	Exemptions used	Date Review Requested	Date Review Completed	Date referred to or received from ICO	Case no	Nature of complaint	Status	Date Closed	Comments
2017	ISI/17/018	27/01/17	Email and phone number disclosed to third party (family member) inappropriately. See FOI/14/1449 and examples of disclosures provided by LGO to complainant's relative following his SAR request to them in 2013 (The LGO released information that KCC had previously withheld). These records were then disclosed again unredacted on 12/10/16 as part of information request (SAR/16/194) / action taken to resolve complaint	15/02/17	13	N/A	N/A	N/A	01/06/17	RFA0670249	Breach of 7th Data Protection principle	<b>Complaint upheld - no enforcement action required</b>	01/06/17	ICO considers that 7th DP principle breached but that incident does not meet criteria for further regulatory action.
2017	N/A	25/05/16	Covert monitoring of the Internet activity of a Simon Langton Girls Grammar School employee by the then Head teacher and lack of response by Kent County Council to subsequent whistleblowing complaint from data subject and union representative about the Head teacher's conduct in this regard.	N/A	N/A	N/A	N/A	N/A	17/08/17	RFA0678706	Breach of 1st Data Protection principle	<b>Not a complaint against KCC</b>	05/10/17	ICO considers that SLGGS has breached legislation.
2017	SAR/17/155	11/07/17	Subject Access Request under s7(1) DPA	01/09/17	52	Third party data - no consent to disclose	N/A	N/A	05/09/17	RFA0698591	Breach of 6th Data Protection principle	<b>Complaint upheld - no enforcement action required</b>	05/09/17	ICO considers the Council failed to comply with statutory timescales and must ensure records dispatched by 19/9/17
2017	SAR/17/076	30/03/17	Subject Access Request under s7(1) DPA	02/05/17	33	Third party data - no consent to disclose	16/05/17	16/06/17	08/09/17	RFA0688666	Breach of 4th Data Protection principle	<b>Complaint closed</b>	19/10/17	ICO considers no further action necessary given records now updated following receipt of court order.
2017	SAR/17/117	22/05/17	Subject Access Request under s7(1) DPA	23/05/17	2	No information found	22/07/17	28/07/17	08/09/17	RFA0705027	Breach of 6th Data Protection principle	<b>Complaint closed</b>	20/12/17	ICO is satisfied that the Council has taken all steps available to locate information.
2017	ISI/17/126	15/09/17	Laptop stolen from car, also in laptop bag were 19 BICA reports	N/A	N/A	N/A	N/A	N/A	27/09/17	COM0702908	Self reported breach of 7th Data Protection principle	<b>Complaint upheld - no enforcement action required</b>	13/10/17	ICO considers that 7th DP principle breached but that incident does not meet criteria for further regulatory action.
2017	N/A	18/10/17	Complainant concerned that Kent Test results have been released in a very detailed format. For example FOI/16/1757 has broken down results by school and by gender. For small schools who enter very few individuals, this means it is possible to find out the results of individual pupils.	31/10/18	13	N/A	01/11/17	09/11/17	12/01/18	RFA0710382	Breach of Data Protection principles	<b>Complaint upheld - no enforcement action required</b>	12/01/18	ICO considers that Council has not complied with DPA and requests the Council review the way in which data is published.
2017	SAR/17/290	15/12/17	Subject Access Request under s7(1) DPA	24/01/18	41	N/A	23/01/18		07/02/18	RFA0722732	Breach of 6th Data Protection principle	<b>Complaint partially upheld - no enforcement action required</b>	20/03/18	ICO considers the Council failed to comply with statutory timescales but has supplied all information that applicant was entitled to.
2017	Pre-SAR ENQ	11/10/17	Subject Access Request under s7(1) DPA	17/10/17	6	Information provided by third party - no consent to disclosure	23/10/17	17/11/17	19/02/18	RFA0717579	Breach of 6th & 7th Data Protection principle	<b>Complaint partially upheld - no enforcement action required</b>	21/02/18	ICO considers that information shared lawfully with third party, but should revisit information withheld in particular a report provided by other third party. Further information

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2017	ISI/17/118	06/09/17	Response to complaint sent to wrong email address	30/10/17	31	N/A	20/11/17	05/12/17	07/03/18	RFA0706930	Breach of 7th Data Protection principle	<b>Complaint upheld - no enforcement action required</b>	14/03/18	ICO considers that 7th DP principle breached but that incident does not meet criteria for further regulatory action.
2017	ISI/17/143	13/10/17	GP records disclosed to Family Court without individual's consent	20/10/17	7	N/A	N/A	N/A	29/11/18	RFA0785889	Breach of 7th Data Protection principle	<b>Complaint upheld - no enforcement action required</b>	29/11/18	ICO considers that DP obligations not complied with but that incident does not meet criteria for further regulatory action.
2017	SAR/17/262	15/11/17	Subject Access Request under s7(1) DPA	21/12/17	37	Unable to locate paper records following retrieval from Archives in 2001	22/12/17	17/11/17	26/04/18	RFA0741015	Breach of 6th & 7th Data Protection principle	<b>Complaint upheld - no enforcement action required</b>	07/06/18	ICO considers that 7th DP principle breached but that incident does not meet criteria for further regulatory action given passage of time that has elapsed.
2017	SAR/17/073 & SAR/17/074	29/03/17	Subject Access Request under s7(1) DPA	15/05/17	48	Information provided by third parties - no consent to disclose Information about third parties - outside scope of SAR	09/06/17	07/07/17	03/07/19	RFA0827764	Breach of 5th, 6th & 7th Data Protection principle	<b>Complaint closed</b>	06/08/19	ICO considers no further action necessary
2018	ISI/18/015	22/01/18	Break-in at Queens House, Folkestone over weekend. The place has been ransacked and lockers vandalised. 23 laptops have been stolen and one family file is missing from a laptop case in a locker.	N/A	N/A	N/A	N/A	N/A	24/01/18	COM0722338	Self reported breach of 7th Data Protection principle	<b>Complaint upheld - no enforcement action required</b>	03/03/18	ICO considers that 7th DP principle breached but that incident does not meet criteria for further regulatory action.
2018	SAR/18/045 (955533)	17/01/18	Subject Access Request under s7(1) DPA	18/01/18	1	N/A - Pre SAR enquiry	18/02/18	21/02/18	06/03/18	RFA0721080	Breach of 6th Data Protection principle	<b>Complaint upheld - no enforcement action required</b>	09/04/18	ICO considers the Council failed to comply with subject access rights and has requested SAR training to all staff reviewed.
2018	ISI/18/039	20/02/18	Form containing contact details of adopters was sent in error to the birth mother	N/A	N/A	N/A	N/A	N/A	06/03/18	COM0730258	Self reported breach of 7th Data Protection principle	<b>Complaint upheld - no enforcement action required</b>	16/04/18	ICO considers that 7th DP principle breached but that incident does not meet criteria for further regulatory action.
2018	ISI/18/048 (1431934)	12/03/18	Email about client cc'd to an incorrect email address inserted by Outlook Autosuggest. Forename same as intended recipient and not spotted before email transmitted.	22/03/18	11	N/A	28/03/18	05/04/18	04/05/18	RFA0732017	Breach of 7th Data Protection principle	<b>Complaint upheld - no enforcement action required</b>	04/05/18	ICO considers that 7th DP principle breached but that incident does not meet criteria for further regulatory action.
2018	2342637	29/01/18	Complainant is concerned that his son's personal information has been disclosed in an email to multiple people and was not password protected.	30/01/18	1	N/A	31/01/18	07/02/18	12/06/18	RFA0741736	Breach of Data Protection Framework (GDPR Art. 5f)	<b>Complaint closed</b>	27/06/18	ICO considers the Council has fully complied with DP principles.
2018	ISI/18/175	26/06/18	Ex-partner has received sensitive information in error. Not sure of source of data at this point.	N/A	N/A	N/A	N/A	N/A	05/07/18	COM0762887	Self reported breach of Data Protection Framework (GDPR Art. 5f)	<b>Complaint closed</b>	20/11/18	ICO considers no further action is necessary on this occasion, but recommend we review the security measures we have in place

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2018	SAR/18/075 (1636433)	05/04/18	Subject Access Request under s7(1) DPA	08/05/18	34	N/A	13/05/18	11/07/18	10/07/18	RFA0748860	Breach of 6th Data Protection principle	<b>Complaint upheld - no enforcement action required</b>	23/07/18	ICO considers the Council failed to comply with subject access rights but no further action necessary
2018	ISI/18/093	08/05/18	CP conference documentation has been sent to an incorrect address.	06/06/18	20	N/A	N/A	N/A	12/07/18	RFA0744834	Breach of Data Protection Framework (GDPR Art. 5f)	<b>Complaint upheld - no enforcement action required</b>	14/08/18	ICO considers that DP principles breached and that staff should undertake refresher training annually.
2018	ISI/18/226	20/07/18	KCC Best Interest Assessor sent out outcome assessment with queries to 2 colleagues and copied in MH Health Forum	N/A	N/A	N/A	N/A	N/A	23/07/18	COM0769072	Self reported breach of Data Protection Framework (GDPR Art. 5f)	<b>Case closed - no further action required</b>	15/01/19	ICO considers no further action is necessary, but has made 4 recommendations
2018	SAR/18/014 (917133)	16/01/18	Subject Access Request under s7(1) DPA	23/02/18	39	N/A	19/03/18	10/04/18	09/08/18	RFA0749411	Breach of 6th Data Protection principle	<b>Complaint closed</b>	24/08/18	ICO considers the Council has fully complied with subject access rights.
2018	ISI/18/135	23/05/18	New provider sent letter to landlords that are housing care leavers. IR&T met with manager; no personally identifiable information disclosed	N/A	N/A	N/A	N/A	N/A	17/08/18	RFA0768294	Breach of Data Protection Framework (GDPR Art. 5)	<b>Complaint closed</b>	07/09/18	ICO considers the Council has fully complied with DP principles.
2018	ISI/18/088	26/03/18	Children and Family Assessment sent to mum and dad, included personal information relating to dad's partner, who alleges that this is against her wishes.	26/03/18	0	N/A	24/04/18	01/05/18	22/08/18	RFA0752787	Breach of 7th Data Protection principle	<b>Complaint partially upheld - no enforcement action required</b>  <b>Complaint upheld - no enforcement action required</b>	24/09/2018  22/11/2018	ICO considers the Council failed to comply with DPA requirements by releasing address but has been fully compliant regarding other issues raised. Review requested by complainant and investigations reopened 30/10/18. ICO concludes that the Council should not have disclosed information and has made further recommendations.
2018	Pre-SAR ENQ (3583066)	30/04/18	Proposed Claim for Judicial Review - response required same day. Communications managed by Invicta Law			N/A	22/05/18		18/09/18	RFA0764675	Breach of 6th Data Protection principle	<b>Complaint closed</b>	05/10/18	ICO considers that complainant did not submit valid subject access request.
2018	SAR/18/164 (2734433)	13/07/18	Subject Access Request under Art.15 GDPR	20/08/18	39	N/A	N/A	N/A	18/09/18 20/12/18	RFA0764058	Breach of Data Protection Framework (GDPR Art. 15)	<b>Complaint closed</b>  <b>Complaint upheld - no enforcement action required</b>	09/10/2018  15/01/2019	ICO considers the Council has fully complied with subject access rights. Review requested by complainant and investigations reopened 20/12/18. ICO considered the Council has not complied with data protection obligations and must provide outstanding data urgently.
2018	ISI/18/338	25/09/18	Following an assessment visit a case manager has lost a completed BICA form and additional notes relating to a vulnerable adult with Autism	N/A	N/A	N/A	N/A	N/A	01/10/18	COM0790805	Self reported breach of Data Protection Framework (GDPR Art. 5)	<b>Complaint upheld - no enforcement action required</b>	12/02/19	ICO considers no further action is necessary but policies and procedures should be reviewed
2018	ISI/18/171	19/06/18	Medical information (from GP) relating to third party contained in paperwork sent to Next of Kin	N/A	N/A	N/A	N/A	N/A	17/10/18	RFA0789912	Breach of Data Protection Framework (GDPR Art. 5)	<b>Complaint upheld - no enforcement action required</b>	31/10/18	ICO considers that DP obligations not complied with but that incident does not meet criteria for further regulatory action.

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2018	ISI/18/115	01/06/18	Following a misfiling of an email onto the wrong pupil file, information about child B was included in document bundle relating to child A. This was then shared with Tribunal and child A's parents	05/06/18	3	N/A	N/A	N/A	17/10/18	RFA0769554	Breach of Data Protection Framework (GDPR Art. 5)	<b>Complaint upheld - no enforcement action required</b>	09/10/18	ICO considers that DP principles breached and to remind staff to take extra care when sending out correspondence.
2018	SAR/18/117 (2188334) & SAR/18/176 (2825533)	30/05/18	Subject Access Request under Art.15 GDPR	27/06/18	29	N/A	29/06/18	23/08/18	05/11/18	RFA0778421	Breach of Data Protection Framework (GDPR Art. 15)	<b>Complaint closed</b>	25/02/19	ICO considers it likely that the Council has complied with its data protection obligations.
2018	ISI/18/364	04/10/18	Email inadvertently circulated to 34 members of staff with a sensitive attachment relating to one of the recipient of the email	N/A	N/A	N/A	N/A	N/A	07/11/18	RFA0792219	Breach of Data Protection Framework (GDPR Art. 5)	<b>Complaint upheld - no enforcement action required</b>	27/11/18	ICO considers that DP obligations not complied with but that incident does not meet criteria for further regulatory action.
2018	Pre-SAR ENQ (4161665)	25/09/18	Subject Access Request under Art.15 GDPR	N/A	N/A	N/A	N/A	N/A	14/11/18 05/03/19 03/12/19	RFA0796115	Breach of Data Protection Framework (GDPR Art. 15)	<del>Complaint upheld - no enforcement action required</del> <b>Complaint closed</b> <b>Complaint closed</b>	18/01/2019 22/03/2019 13/01/2020	ICO considers the Council failed to comply with subject access rights but no further action necessary. Case reopened following complaint about records received. ICO satisfied that information not held. Case reopened following further query about missing records. ICO satisfied that information not held.
2018	Alleged breach	14/08/18	Letter relating to a family allegedly sent to the address of another patient of Reach Healthcare	N/A	N/A	N/A	N/A	N/A	23/11/18	RFA0780547	Breach of Data Protection Framework (GDPR Art. 5)	<b>Complaint closed</b>	29/11/18	ICO considers the Council has fully complied with DP principles.
2018	2465633	12/06/18	Request to rectify data under GDPR Art. 16	03/12/18	174	N/A	07/12/18	06/03/19	11/04/19	RFA0811028	Refusal to consider right to rectification	<b>Complaint closed</b>	16/04/19	ICO considers the Council has taken all reasonable steps to ensure there is a record of the dispute.
2018	Alleged breach	18/06/18	ICPC minutes sent to old address where ex-partner resides	18/07/18	18	N/A	TBC	TBC	17/04/19	RFA0804194	Breach of Data Protection Framework (GDPR Art. 5)	<b>Complaint upheld - no enforcement action required</b>	17/05/19	ICO considers that the Council failed to safeguard personal data and has made recommendations
2018	ISI/18/486	05/12/18	Direct payment monitoring booking letter sent to a person who is not known to the DP recipient	10/12/18	3	N/A	N/A	N/A	18/04/19	RFA0808481	Breach of Data Protection Framework (GDPR Art. 5)	<b>Complaint upheld - no enforcement action required</b>	07/05/19	ICO considers the Council has taken all reasonable steps to correct the error and no further action is required
2018	ISI/18/465	24/11/18	Concern raised by complainant that information about his income has been shared with his MP without consent (MP had raised complaint on his behalf)	07/12/18	10	N/A	N/A	N/A	10/05/19	RFA0829375	Breach of Data Protection Framework (GDPR Art. 5)	<b>Complaint closed</b>	29/05/19	ICO considers it was appropriate to share information in the circumstances
2018	SAR/18/094 (1731733)	30/04/18	Subject Access Request under s7(1) DPA	31/05/19	32	3rd party data - DPA 2018, Schedule 2, Section 15, Part 3, 16 - Protection of Rights of Others	26/06/18	15/08/18	03/06/19	RFA0832556	Breach of 6th Data Protection principle	<b>Complaint closed</b>	18/07/19	ICO considers no further involvement warranted at this stage.
2018	SAR/18/395 (4452465)	01/04/19	Request to rectify data under GDPR Art. 16	02/05/19	21	N/A	04/05/19	18/06/19	26/06/19	RFA0847608	Refusal to consider right to rectification	<b>Complaint closed</b>	17/07/19	ICO considers no further involvement warranted at this stage.
2018	2293 - 4543568 (SAR/18/406 - 4549566)	27/12/18	Subject Access Request under Art.15 GDPR plus questions about Disabled Children's Services including respite care	25/01/19	30	N/A	08/02/19	12/03/19	20/07/19	RFA0829404	Breach of Data Protection Framework	<b>Complaint closed</b>	18/07/19	ICO considers no further involvement warranted at this stage.

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2019	ISI/19/051	04/02/19	CP conference documentation has been sent to an incorrect address.	N/A	N/A	N/A	N/A	N/A	07/02/19	RFA0744834	Breach of Data Protection Framework (GDPR Art. 5f)	<b>Complaint upheld - no enforcement action required</b>	21/03/19	ICO considers the Council has not complied with DP obligations but is satisfied with steps taken
2019	ISI/19/090	27/02/19	A flyer advertising a parent support group was sent out to adoptive parents, carers and other individuals on a mailing list but was sent using cc rather than bc function so all 309 recipients could see each other's email addresses	N/A	N/A	N/A	N/A	N/A	01/03/19	IC-09727-L0B9	Self reported breach of Data Protection Framework (GDPR Art. 5f)	<b>Complaint upheld - no enforcement action required</b>	08/03/19	ICO considers incident did not meet threshold for notification but recommends suggested remedial measures implemented ASAP.
2019	ISI/19/158	03/04/19	Letters sent out to LD clients to advise them of new LD contacts following reorganisation but due to reporting/mail merge error, the "0" of addresses and postcodes that contained a "0" were omitted, creating an incorrect address. 1014 clients affected.	N/A	N/A	N/A	N/A	N/A	08/04/19	IC-12800-Z9Z7	Self reported breach of Data Protection Framework (GDPR Art. 5f)	<b>Complaint upheld - no enforcement action required</b>	04/05/19	ICO considers no further action required as data disclosed was limited sensitivity, but has made a recommendation
2019	ISI/19/169	10/04/19	Personal details of an alleged sex offender have been disclosed to family who have links with the perpetrator	N/A	N/A	N/A	N/A	N/A	18/04/19	IC-13726-L5C8	Self reported breach of Data Protection Framework (GDPR Art. 5f)	<b>Complaint upheld - no enforcement action required</b>	16/05/19	ICO considers a data breach has occurred and has made recommendations
2019	ISI/19/186	24/04/19	Following a request for records from CAFIS for 5 files relating to 2 clients; the Records Management Service has not been able to locate them	N/A	N/A	N/A	N/A	N/A	26/04/19	IC-13906-K5B3	Self reported breach of Data Protection Framework (GDPR Art. 5f)	<b>Complaint upheld - no enforcement action required</b>	16/05/19	ICO considers a data breach has occurred and has made recommendations
2019	ISI/19/147	26/03/19	Loss of supervision notes (taken off premises by supervisor who was under investigation)	N/A	N/A	N/A	N/A	N/A	09/05/19	RFA0836641	Breach of Data Protection Framework (GDPR Art. 5)	<b>Complaint upheld - no enforcement action required</b>	29/05/19	ICO considers KCC has been non-compliant with its own policies but welcomes action taken to prevent this situation recurring again.
2019	ISI/19/210	10/05/19	Email sent to incorrect address (letter 'N' omitted). Tried to recall without success	N/A	N/A	N/A	N/A	N/A	16/05/19 28/06/19	IC-15432-L9H7 RFA0842357	Self reported breach of Data Protection Framework (GDPR Art. 5f)	<b>Complaint upheld - no enforcement action required</b>	20/06/19	ICO considers a data breach has occurred and has made recommendations. Separate case opened following complaint but closed no further action
2019	SAR/19/032 (4801265)	21/01/19	Subject Access Request under Art.15 GDPR	18/02/19	29	3rd party data - DPA 2018, Schedule 2, Section 15, Part 3, 16 - Protection of Rights of Others	22/02/19	23/03/19	24/06/19	RFA0837995	Breach of Data Protection Framework (GDPR Art. 15)	<b>Complaint closed</b>	16/07/19	ICO satisfied that exemptions and redactions applied correctly
2019	ISI/19/259	24/05/19	Family Assessment included information about other family members which they should not have had access to	N/A	N/A	N/A	N/A	N/A	31/05/19	IC-15432-L9H7	Self reported breach of Data Protection Framework (GDPR Art. 5f)	<b>Complaint upheld - no enforcement action required</b>	29/06/19	ICO considers a data breach has occurred and has made recommendations
2019	ISI/19/307	28/06/19	A member of staff unlawfully accessed the records of her son's partner and children on Liberi and EHM three times this year. His partner and children (he is not the father) have been placed in a safe house since he was released from prison.	N/A	N/A	N/A	N/A	N/A	03/07/19	IC-18978-L5Z2 COM0858048 IC-0191-2019	Self reported breach of Data Protection Framework (GDPR Art. 5f)	<b>Case officer investigating (also referred to Criminal Investigation Officer)</b>		
2019	ISI/19/342	16/07/19	Mail merge about the Kent Test has gone to wrong parents, affecting 320 email addresses	N/A	N/A	N/A	N/A	N/A	17/07/19	IC-20127-P9G1	Self reported breach of Data Protection Framework (GDPR Art. 5f)	<b>Complaint upheld - no enforcement action required</b>	02/08/19	ICO considers a data breach has occurred and has made recommendations



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2019	ISI/19/407	30/08/19	Social worker shared results of Police checks about other family members with family other than the data subjects	N/A	N/A	N/A	N/A	N/A	02/09/19	IC-23402-Y3M2	Self reported breach of Data Protection Framework (GDPR Art. 5f)	<b>Complaint upheld - no enforcement action required</b>	05/11/19	ICO considers a data breach has occurred and has made recommendations
2019	ISI/19/420	12/09/19	CP minutes sent out to father unredacted	N/A	N/A	N/A	N/A	N/A	19/09/19	IC-24540-J3H7	Self reported breach of Data Protection Framework (GDPR Art.5f)	<b>Complaint upheld - no enforcement action required</b>	23/10/19	ICO considers a data breach has occurred and has made recommendations
2019	SAR/19/187 (6349965)	05/05/19	Subject Access Request under Art.15 GDPR	24/05/19	27	3rd party data - DPA 2018, Schedule 2, Section 15 , Part 3, 16 - Protection of Rights of Others Legal professional privilege - DPA 2018, Schedule 2, Section 15 , Part 4, 19	03/06/19	24/06/19	05/11/19	RFA0859203	Breach of Data Protection Framework (GDPR Art. 15)	<b>Complaint closed</b>	23/01/20	ICO is satisfied that the Council has complied with its data protection obligations.
2019	ISI/19/548	01/11/19	Unredacted SAR pack sent to applicant which included information about extended family members	N/A	N/A	N/A	N/A	N/A	05/12/19	IC-30123-H4V4	Self reported breach of Data Protection Framework (GDPR Art.5f)	<b>Complaint upheld - no enforcement action required</b>	18/12/19	ICO considers a data breach has occurred and has made recommendations
2019	SAR/19/420 (9479117) also TEP/SAR/20 19/003	17/10/19	Subject Access Request under Art.15 GDPR	12/11/19	27	N/A	14/11/19	17/12/19	17/02/20	RFA0898289	Breach of Data Protection Framework (GDPR Art. 15)	<b>Complaint partially upheld - no enforcement action required</b>	19/02/20	ICO considers that not including TEP records with original response was a breach but satisfied that all available records have since been provided
2019	SAR/19/434 (9757345) also OTP (11347777) and ISI/20/016	29/10/19 10/01/20	Subject Access Request under Art.15 GDPR Request for all data to be deleted under Art 17 GDPR	19/11/19 10/01/20	22 0	3rd party data - DPA 2018, Schedule 2, Section 15 , Part 3, 16 - Protection of Rights of Others Denied - legitimate reasons for processing	12/12/19	10/01/20	27/04/20	RFA0897242	Breach of Data Protection Framework (GDPR Art. 15)	<b>Complaint closed</b>	15/06/20	ICO is satisfied that the Council has complied with its data protection obligations.
2019	preSAR enquiry (9907778)	01/11/19	Subject Access Request under Art.15 GDPR	04/11/19	3	N/A	N/A	N/A	13/05/20	RFA0906914	Breach of Data Protection Framework (GDPR Art. 15)	<b>Complaint closed</b>	19/05/20	ICO is satisfied that the Council has complied with its data protection obligations.
2020	ISI/20/025	16/01/20	Following coroners officer being placed on garden leave, access to her emails has confirmed that she has been sending sensitive information to her home email address for her own benefits to use in a new role	N/A	N/A	N/A	N/A	N/A	22/01/20	IC-32745-G7M7 IC/0021/2020	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	<b>Complaint upheld - no enforcement action required</b>	27/03/20	ICO considers the breach to be against KCC as Data Controller and all required mitigations have been taken. No further action required.
2020	ISI/20/026	17/01/20	Complaints referral cc'd to another complainant in error	N/A	N/A	N/A	N/A	N/A	22/01/20	IC-32710-N0C5	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	<b>Complaint upheld - no enforcement action required</b>	04/02/20	ICO considers a data breach has occurred and has made recommendations
2020	ISI/20/083	14/02/20	EHCP sent to wrong email address and recipient wouldn't return it	N/A	N/A	N/A	N/A	N/A	18/02/20	IC-34793-G3R2	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	<b>Complaint upheld - no enforcement action required</b>	10/03/20	ICO considers a data breach has occurred and has made recommendations

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2020	ISI/20/127	12/03/20	Member of staff has inappropriately accessed a child's file on Liberi	N/A	N/A	N/A	N/A	N/A	12/03/20	IC136441-F7J8	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	<b>Complaint upheld - no enforcement action required</b>	14/04/20	ICO considers a data breach has occurred but insufficient evidence to substantiate a criminal offence. Has made recommendations
2020	ISI/20/135	20/03/20	When emailing a copy of an invoice to a client's financial agent, officer attached a PDF file of invoices relating to 151 other clients as well	N/A	N/A	N/A	N/A	N/A	20/03/20	IC-37043-B2L1	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	<b>Complaint upheld - no enforcement action required</b>	09/04/20	ICO considers a data breach has occurred and has made recommendations
2020	ISI/20/190	23/04/20	A copy of the defence papers were sent to the wrong party by Invicta Law (a KCC-owned company) who was unconnected to the proceedings	N/A	N/A	N/A	N/A	N/A	23/04/20	IC-38904-J3R9	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	<b>Not a complaint against KCC</b>	07/07/20	<b>Complaint upheld against Invicta Law - no enforcement action required</b>
2020	ISI/20/210	01/05/20	Review Child Protection Conference (RCPC) Social Work report delivered to the wrong family.	N/A	N/A	N/A	N/A	N/A	04/05/20	IC-39703-Z6V1	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	<b>Complaint upheld - no enforcement action required</b>	29/05/20	ICO considers a data breach has occurred and has made recommendations
2020	ISI/20/206	14/04/20	Commercial Services Group has been a victim of a ransomware attack which has compromised all their systems	N/A	N/A	N/A	N/A	N/A	26/05/20	COM0920591	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	<b>Not a complaint against KCC</b>	26/05/20	<b>Outcome not known</b>
2020	ISI/20/257	29/05/20	Personal Transport budget letter emailed to parent also contained details of 14 other children's arrangements as well as her own.	N/A	N/A	N/A	N/A	N/A	02/06/20	IC-41637-B3W0	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	<b>Complaint upheld - no enforcement action required</b>	23/06/20	ICO considers a data breach has occurred and has made recommendations
2020	ISI/20/448	01/09/20	Final EHCP was emailed to the wrong parent	N/A	N/A	N/A	N/A	N/A	02/09/20	IC-53638-T2C3	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	<b>Complaint upheld - no enforcement action required</b>	16/09/20	ICO considers a data breach has occurred and has made recommendations
2020	ISI/20/401	06/08/20	EHCP allegedly sent to wrong person back in February 2020	N/A	N/A	N/A	N/A	N/A	09/09/20	IC-55092-N2L7	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	<b>Complaint upheld - no enforcement action required</b>	30/09/20	ICO considers a data breach has occurred and has made recommendations
2020	ISI/20/504	17/09/20	Invicta Law were provided with an old address to contact client about care proceedings	N/A	N/A	N/A	N/A	N/A	22/09/20	IC-60602-Y2W9	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	<b>Not a complaint against KCC</b>	14/10/20	<b>Outcome not known</b>
2020	SAR/20/136 (13460033)	16/04/20	Subject Access Request under Art.15 UK GDPR	1. 16/07/20 2. 17/07/20 3. 21/07/20 4. 04/08/20	92 93 97 111	3rd party data - DPA 2018, Schedule 2, Section 15, Part 3, 16 - Protection of Rights of Others	17/07/20		01/10/20	RFA0926566	Breach of Data Protection Framework (UK GDPR Art. 15)	<b>Complaint upheld - no enforcement action required</b>	06/10/20	ICO recommends that KCC provide remaining information ASAP plus anticipated timescales for answering complaint
2020	ISI/20/522	29/09/20	Social worker gave foster carer details to child's family	N/A	N/A	N/A	N/A	N/A	02/10/20	IC-62315-P1H3	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	<b>Complaint upheld - no enforcement action required</b>	19/11/20	ICO considers a data breach has occurred and has made recommendations
2020	SAR/20/218 SAR/20/266 SAR/20/335 SAR/20/377 SAR/20/508	30/05/19	Concerns that KCC have inappropriately disclosed (inaccurate) personal information, relating to health data, to a third party organisation (Squash England).	N/A	N/A	N/A	11/07/19	22/07/19	14/10/20	RFA0916613	Breach of Data Protection Framework (UK GDPR Art. 6 & 9)	<b>Complaint closed</b>	22/10/20	ICO is satisfied that the Council has complied with its data protection obligations, but should write to complainant to confirm lawful basis for processing data.
2020	ISI/20/574	29/09/20	Information disclosed in response to FOI request was not redacted in a secure manner	N/A	N/A	N/A	N/A	N/A	19/10/20	IC-65657-H8M4	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	<b>Complaint upheld - no enforcement action required</b>	15/11/20	ICO considers a data breach has occurred and has made recommendations

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2020	17631229	28/02/20	Information about internal investigation of social worker following complaint	08/04/20	40	3rd party data - DPA 2018, Schedule 2, Section 15 , Part 3, 16 - Protection of Rights of Others	N/A	N/A	02/11/20	IC-45208-Z2C0	Refusal to disclose information	Complaint closed	09/11/20	ICO is satisfied that the Council has complied with its data protection obligations, but should write to complainant to confirm lawful basis for withholding data.
2020	ISI/20/605	30/10/20	Birth father has posted photos of adopted children on Facebook	N/A	N/A	N/A	N/A	N/A	04/11/20	IC-67962-Z1M8	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	Complaint upheld - no enforcement action required	25/11/20	ICO considers a data breach has occurred and has made recommendations
2020	Pre-SAR - 8618789 & Alleged breach FOI 18482161 & 18482461	15/07/20	KCC has lost personal information, or hasn't kept information secure, has used personal information without consent and in unexpected ways. Also KCC has failed to respond to requests for information	21/07/20	6	N/A	12/08/20	27/08/20	10/12/20	IC-54860-X0L9	Breach of Data Protection Framework (UK GDPR Art 15) plus lack of response to FOI request submitted 3/1/20	Complaint closed	12/03/21	ICO considers requested information has now been supplied and therefore case now closed.
2020	ISI/20/661	23/11/20	SWE notified Service Manager for SUASC that ex-employee has shared client data with them after they has left, further investigation confirmed they had also inappropriately accessed Liberi	N/A	N/A	N/A	N/A	N/A	15/12/20	IC-78214-D2B4	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	Complaint closed - no further action	12/01/20	There is no evidence of intentional criminal access/disclosure - so the ICO will not be making any further investigations into the breach at this time.
2020	SAR/20/234 (14751733)	30/06/20	Subject Access Request under Art.15 UK GDPR	30/07/20	31	3rd party data - DPA 2018, Schedule 2, Section 15 , Part 3, 16 - Protection of Rights of Others	30/07/20	N/A	01/02/21	IC-63191-P5K3	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint closed	30/11/21	ICO considers case closed as complainant accepted 01/03/21 response.
2020	ISI/20/583	04/10/20	Information from Social Services files shared with Surrey CC inappropriately and without consent	07/10/21	3	N/A	07/10/20 08/10/20 12/10/20	08/10/20 12/10/20 14/10/20	01/02/21	IC-63880-T3C1	Breach of Data Protection Framework (UK GDPR Art.5f)	Complaint closed	05/02/21	ICO is satisfied that the Council has relied upon the correct lawful basis for sharing the complainant's information
2020	SAR/20/342 (16361665)	08/09/20	Subject Access Request under Art.15 UK GDPR	21/10/20	43	3rd party data - DPA 2018, Schedule 2, Section 15 , Part 3, 16 - Protection of Rights of Others	N/A	N/A	02/02/21	IC-81695-P9Q2	Breach of Data Protection Framework (UK GDPR Art. 15, 16, 17)	Complaint closed	25/05/21	ICO considers KCC has handled complaint appropriately
2020	18008730	19/11/20	Formal complaint regarding data that is being withheld in the form of a video recording of a child protection conference	17/12/20	28	N/A	N/A	N/A	02/02/21	IC-79235-Q5V7	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint upheld - no enforcement action required	02/02/21	ICO advises that KCC should make all parties aware that these video recordings are only available for 21 days should they request a copy
2020	SAR/20/430 (17915329)	13/11/20	Subject Access Request under Art.15 UK GDPR	12/04/21	150	3rd party data - DPA 2018, Schedule 2, Section 15 , Part 3, 16 - Protection of Rights of Others	21/01/21	22/01/21	03/02/21	IC-80948-J6V0	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint closed	19/04/21	ICO considers the Council has complied with its data protection obligations and has properly responded to the subject access request.
2020	Employee dispute handled locally by Finance	23/11/20	Complaint about the processing of personal data plus Subject Access Request under Art.15 UK GDPR	16/02/21	85	3rd party data - DPA 2018, Schedule 2, Section 15 , Part 3, 16 - Protection of Rights of Others	N/A	N/A	03/02/21	IC-80483-T9Z6	Breach of Data Protection Framework (UK GDPR Art. 5 and 15)	Complaint upheld - no enforcement action required	09/04/21	ICO considers the Council failed to comply within statutory timescale but no further action required.

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2020	ISI/20/742	26/10/20	Personal information (complaint about third party service provider) shared with third party service provider without consent	N/A	N/A	N/A	13/11/20	22/12/20	08/02/21	IC-78425-Z3B2	Breach of Data Protection Framework (UK GDPR Art.5f)	Complaint closed	04/03/21	ICO is satisfied that the Council has relied upon the correct lawful basis for sharing the complainant's information
2020	SAR/20/287 - 289 (15577333)	06/08/20	Subject Access Request under Art.15 UK GDPR	26/11/20	112	3rd party data - DPA 2018, Schedule 2, Section 15, Part 3, 16 - Protection of Rights of Others Legal professional privilege - DPA 2018, Schedule 2, Section 15, Part 4, 19	29/11/20	06/01/21	10/05/21	IC-86273-L1W2	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint upheld - no enforcement action required	20/07/21	ICO considers the Council failed to comply within statutory timescale but no further action required. (ICO advised complainant that they were the regulator not personal representative like LG&SCO)
2020	SAR/20/479 (18564061)	17/12/20	Subject Access Request under Art.15 UK GDPR	12/04/21	116	3rd party data - DPA 2018, Schedule 2, Section 15, Part 3, 16 - Protection of Rights of Others	N/A	N/A	24/05/21 (contacted ICO 16/02/21)	IC-89472-H6X8	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint upheld - no enforcement action required	29/07/21	ICO considers KCC has not complied with its data protection obligations and has made recommendations
2020	SAR/20/488 (18681093)	24/12/20	Subject Access Request under Art.15 UK GDPR	19/04/21	116	3rd party data - DPA 2018, Schedule 2, Section 15, Part 3, 16 - Protection of Rights of Others	23/04/21	N/A	26/05/21 (contacted ICO 16/02/21)	IC-89260-W5Q1	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint closed	20/01/22	ICO confirmed case closed during telephone conversation 20/01/22 - complainant decided not to pursue further and would focus on other complaints
2020	SAR/20/471 (18444461)	09/12/20	Subject Access Request under Art.15 UK GDPR	19/04/21	131	3rd party data - DPA 2018, Schedule 2, Section 15, Part 3, 16 - Protection of Rights of Others	N/A	N/A	27/05/21 (contacted ICO 16/02/21)	IC-89247-F8G3	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint closed	06/08/21	ICO considers the Council has complied with its data protection obligations and has properly responded to the subject access request.
2020	SAR/20/218 (14589033)	22/06/20	Subject Access Request under Art.15 UK GDPR	20/07/20	28	3rd party data - DPA 2018, Schedule 2, Section 15, Part 3, 16 - Protection of Rights of Others	02/09/20	07/10/20	02/06/21 (contacted ICO 22/03/21)	IC-96305-Y2X8	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint closed	20/01/22	ICO confirmed case closed during telephone conversation 20/01/22 - insufficient evidence from complainant to pursue complaint
2020	SAR/20/448 (18142761)	25/11/20	Subject Access Request under Art.15 UK GDPR	04/01/21	41	N/A	N/A	N/A	22/07/21 (contacted ICO 29/03/21)	IC-97183-P6M3	Breach of Data Protection Framework (UK GDPR Arts. 5f, 15, 16)	Complaint upheld - no enforcement action required	01/12/21	ICO considers matter may be resolved if complainant has not responded to last communication on 23/08/21.
2020	SAR/20/158 (13768033)	07/05/20	Subject Access Request under Art.15 UK GDPR	10/06/20	35	N/A	25/06/20	11/09/20	13/08/21	IC-56982-S3R1	Breach of Data Protection Framework (UK GDPR Arts. 5f, 15, 16)	Complaint upheld - no enforcement action required	16/11/21	ICO considers the Council failed to comply within statutory timescale and has made recommendations.
2021	ISI/21/153	10/03/21	CP Plan contains sensitive information relating to another individual who is a friend of the family	N/A	N/A	N/A	N/A	N/A	12/03/21	IC-94129-W0S3	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	Complaint upheld - no enforcement action required	14/04/21	ICO considers a data breach has occurred and has made recommendations
2021	ISI/21/226	01/04/21	Assessment sent unredacted shared sensitive information re third party	N/A	N/A	N/A	N/A	N/A	19/04/21	IC-101500-W1N1	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	Complaint upheld - no enforcement action required	02/08/21	ICO considers a data breach has occurred and has made recommendations
2021	ISI/21/235	15/04/21	Art Tutor has had her personal laptop hacked by an individual posing to be Microsoft.	N/A	N/A	N/A	N/A	N/A	20/04/21	IC-101683-C5W1	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	Complaint upheld - no enforcement action required	21/06/21	ICO considers a data breach has occurred and has made recommendations

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2021	ISI/21/423	15/07/21	RCPC 7 Core group meeting invite sent to wrong father - incorrect recipient subsequently contacted family via Facebook to advise them - s170 letter sent	N/A	N/A	N/A	N/A	N/A	26/07/21	IC-119989-DOTO	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	<b>Complaint upheld - no enforcement action required</b>	19/10/21	ICO considers a data breach has occurred and has made recommendations
2021	ISI/21/452	27/07/21	Wrong RCPC attached to email, subsequently shared with wrong family	N/A	N/A	N/A	N/A	N/A	02/08/21	IC-121449-N4B4	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	<b>Complaint upheld - no enforcement action required</b>	19/10/21	ICO considers a data breach has occurred and has made recommendations
2021	ISI/21/480	10/07/21	Information relating to another Adult who started the service on 04/07 and ended 05/07 was found in another Adult's carebook who was new on service 10/07.	N/A	N/A	N/A	N/A	N/A	10/08/21	IC-122906-N9R6	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	<b>Complaint upheld - no enforcement action required</b>	19/10/21	ICO considers a data breach has occurred and has made recommendations
2021	ISI/21/508	09/08/21	Kent Police disclosed information about the wrong person in a family with same name	N/A	N/A	N/A	N/A	N/A	16/08/21	TBC by IL	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	<b>Complaint upheld - no enforcement action required</b>	18/01/22	ICO considers a data breach has occurred and has made recommendations
2021	ISI/21/498	13/08/21	Complaint letter sent to the wrong person with the same name	N/A	N/A	N/A	N/A	N/A	17/08/21	IC-124478-K9V7	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	<b>Complaint upheld - no enforcement action required</b>	19/10/21	ICO considers a data breach has occurred and has made recommendations
2021	ISI/21/500	17/08/21	EHC plan sent to estranged father with unredacted info about step children	N/A	N/A	N/A	N/A	N/A	20/08/21	IC-125266-D9X6	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	<b>Complaint upheld - no enforcement action required</b>	19/10/21	ICO considers a data breach has occurred and has made recommendations
2021	SAR/21/293 & 294 (22523450)	11/06/21	Subject Access Request under Art.15 UK GDPR	16/07/21	35	N/A	16/07/21	13/08/21	02/11/21	IC-122115-C7C3	Breach of Data Protection Framework (UK GDPR Art. 15)	<b>Complaint partially upheld - no enforcement action required</b>	17/11/21	ICO considers the Council complied with rectification request but failed to comply within statutory timescale and has made recommendations.
2021	ISI/21/721	24/11/21	Letter sent to wrong address - complaint from parent	N/A	N/A	N/A	N/A	N/A	25/11/21	IC-142899-B0P6	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	<b>Complaint upheld - no enforcement action required</b>	30/11/21	ICO considers a data breach has occurred and has made recommendations
2021	ISI/21/649	18/10/21	Letter from Finance sent to incorrect address (street name and postcode)	02/11/21	15	N/A	28/11/2021		22/04/22	IC-144127-V7D0	Breach of Data Protection Framework (UK GDPR Art.5f)	<b>Complaint upheld - no enforcement action required</b>	06/06/22	ICO considers a data breach has occurred and has made recommendations
2021	20222257	06/03/21	Concerns for safety and security of visitors data that is stored on the mobile phones of staff at Covid Testing Centres	19/03/21	13	N/A	N/A	N/A	01/06/21 (contacted ICO 31/03/21)	IC-97870-H4J5	Breach of Data Protection Framework (UK GDPR Art.5f)	<b>Complaint closed</b>	19/08/21	ICO considers matter may be resolved if complainant has not responded to last communication on 04/06/21.
2021	21282721	16/04/21	Complaint about refusal to provide audio recordings of phone conversations with Front Door	21/04/21	5	N/A	N/A	N/A	03/06/21 (contacted ICO 19/04/21)	IC-101371-S9V0	Breach of Data Protection Framework (UK GDPR Art. 15)	<b>Complaint closed</b>	06/08/21	ICO considers case closed 04/06/21 as last contact with applicant postdates their complaint to ICO. Case reopened 08/07/21 following further complaint from applicant. ICO is satisfied that the Council has fully complied with the subject access request

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2021	SAR/21/564 & 565 (26187834)	15/11/21	Subject Access Request under Art.15 UK GDPR	03/03/22	108	N/A	N/A	N/A	05/05/22 (contacted ICO 03/02/22)	IC-154006-T0C4	Breach of Data Protection Framework (UK GDPR Art. 15)	Under investigation		
2021	SAR/21/250 (21923217)	12/05/21	Subject Access Request under Art.15 UK GDPR	29/07/21	78	N/A	16/06/22	29/07/21	07/01/22 (contacted ICO 30/07/21)	IC-116841-M0S7	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint closed	26/01/22	ICO considers the Council has complied with its data protection obligations and has properly responded to the subject access request. Case reopened 04/02/22 following further complaint from applicant. ICO confirmed during phone call 06/04/22 that case closed and original decision stands.
2021	SAR/21/302	13/06/21	Subject Access Request under Art.15 UK GDPR	21/03/22	281	N/A	26/07/21	27/07/21	07/01/22 (contacted ICO 30/07/21)	IC-117138-Q5C1	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint upheld	15/03/22	ICO considers the Council non-compliant with UK UK GDPR and should provide remaining records as a matter of priority.
2021	ISI/21/478	06/08/21	Allegation that children's social work report has been copied and used for another family	19/11/21	105	N/A	N/A	N/A	09/02/22 (contacted ICO 04/11/21)	IC-138663-Z2H9	Breach of Data Protection Framework (UK GDPR Art.5f)	Complaint closed	28/03/22	ICO is satisfied that KCC provided response to complainant and does not require any further action
2021	SAR/21/208 (21261821) & ISI/21/498	09/04/21 25/05/21	Inappropriate disclosure to ex-wife and Failure to correct inaccurate data	26/05/21	1	N/A	N/A	N/A	09/03/2022 (contacted ICO 16/08/21)	IC-124233-M0B8	Breach of Data Protection Framework (UK GDPR Art.5f & Art.16)	Complaint closed	06/04/22	ICO considers the Council has complied with its data protection obligations with regard to rectification, and has shared data lawfully.
2021	SAR/21/251 (21923717)	13/05/21	Subject Access Request under Art.15 UK GDPR	11/10/21	151	N/A	30/07/21	11/10/21	10/01/22 (contacted ICO 30/07/21)	IC-117061-Z8B0	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint closed	11/02/22	ICO considers the Council has complied with its data protection obligations and has properly responded to the subject access request.
2021	22665249	11/06/21	Objection to processing / complaint about refusal to expunge records as if s47 investigation never took place.	09/07/21	28	N/A	N/A	N/A	16/05/22 (contacted ICO 06/12/21)	IC-144416-H3V2	Breach of Data Protection Framework (UK GDPR Art. 5)	Complaint closed	08/03/23	ICO has advised the complainant if the complainant wishes to take this matter further, they will need to take the matter to court
2021	SAR/21/199 (21125121)	11/04/21	Subject Access Request under Art.15 UK GDPR	21/05/21	40	N/A	22/05/21	17/06/21	17/06/21 (contacted ICO 13/05/21)	IC-106447-T3T7	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint upheld - no enforcement action required	24/08/21	ICO considers the Council failed to comply within statutory timescale and has made recommendations.
2021	SAR/21/241 (21765086)	12/05/21	Subject Access Request under Art.15 UK GDPR	22/06/21	41	N/A	22/06/21	16/08/21	21/06/21 (contacted ICO 17/06/21)	IC-113067-N4N2	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint closed	30/11/21	ICO consider no further action necessary following action by Council to resolve complaint
2021	Not logged, handled as complaint by operational unit.	17/11/20	Email sent to incorrect address; @hotmail.com instead of @hotmail.co.uk	17/12/20	30	N/A	29/09/2021	07/10/2021	23/03/22 (contacted ICO 11/11/21)	IC-140131-Z0T5	Breach of Data Protection Framework (UK GDPR Art.5f)	Complaint upheld - no enforcement action required	23/03/22	ICO considers a data breach has occurred and has made recommendations

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2021	SAR/21/220 (21495953)	04/02/21	Subject Access Request under Art.15 UK GDPR	11/05/21	96	N/A	N/A	N/A	25/05/21 (contacted ICO 06/03/21)	IC-92343-L7G1	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint closed	24/08/21	ICO considers case closed 26/05/21 as information now supplied and no further contact from applicant. Case reopened 30/06/21 by ICO following further contact from complainant on 24/06/21. ICO considers matter may be resolved if complainant has not responded to last communication sent 30/06/21.
2022	ISI/22/003	05/01/22	CiC Review minutes sent to birth mother in error	N/A	N/A	N/A	N/A	N/A	10/01/22	IC-149280-L4P5	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	Complaint upheld - no enforcement action required	13/01/22	ICO considers a data breach has occurred and has made recommendations
2022	SAR/22/050 (27060726)	21/01/22	Subject Access Request under Art.15 UK GDPR	17/02/22	27	N/A	N/A	N/A	21/01/22	IC-149987-Q0M2	Lack of response to correspondence posted 18/10/21 (not received)	Complaint closed	18/02/22	ICO considers the Council has complied with its data protection obligations and has properly responded to the subject access request.
2022	27356829	10/02/22	Objection to processing / failure to delete records in accordance with retention schedule	N/A	N/A	N/A	N/A	N/A	10/02/22	IC-132470-Q2H5	Breach of Data Protection Framework (UK GDPR Art.5e)	Complaint closed	04/10/22	ICO considers reasons for processing data are compliant with UK UK GDPR
2022	ISI/22/103	09/02/22	Police check sent to third party in error	N/A	N/A	N/A	N/A	N/A	11/02/22	IC-155827-W1G3	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	Complaint upheld - no enforcement action required	28/02/22	ICO considers a data breach has occurred and has made recommendations
2022	ISI/17/019	16/11/16	Unauthorised disclosure of third party data on Facebook following inappropriate access to Liberi	N/A	N/A	N/A	22/04/21	19/07/21	24/03/22	IC-146926-G3H6	Breach of Data Protection Framework (UK GDPR Art.5f)	Complaint closed	08/06/22	As this matter both occurred and was identified prior to the introduction of the 2018 legislation, the ICO has notified the data subject that they are not able to provide an outcome on this occasion.
2022	SAR/22/042 (27070757)	23/01/22	Subject Access Request under Art.15 UK GDPR	08/04/22	75	N/A	07/03/22	08/04/22	06/04/22	IC-163919-T5H4	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint upheld	06/04/22	ICO considers the Council failed to comply within statutory timescale and ordered completion of SAR if not already actioned.
2022	SAR/22/061 (27185687)	12/01/22	Subject Access Request under Art.15 UK GDPR	02/02/22	21	N/A	03/02/22	15/02/22	05/05/22	IC-154022-S0D7	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint closed	01/06/22	ICO considers KCC dealt with request appropriately
2022	ISI/22/325	20/05/22	Personal mobile number of member of staff was published on a Pay It Forward poster	N/A	N/A	N/A	N/A	N/A	20/05/22	IC-172147-T1J1	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	Complaint upheld - no enforcement action required	11/10/22	ICO considers a data breach has occurred and has made recommendations
2022	ISI/22/343	26/05/22	Email sent to psychologist at KMPT and CPN copied to client with similar name in error	N/A	N/A	N/A	N/A	N/A	07/06/22	IC-174472-H2Y6	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	Complaint upheld - no enforcement action required	28/06/22	ICO considers a data breach has occurred and has made recommendations

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2022	ISI/22/371	16/06/22	A non-redacted version of the Dungeness Off Site Emergency Plan and supplementary plans was uploaded to the KCC website	N/A	N/A	N/A	N/A	N/A	20/06/22	IC-177153-V8X6	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	No action taken	02/07/22	Self notified but did not meet threshold
2022	ISI/22/431	15/07/22	In a case where children are living in multiple households, Early Help contacted wrong mother regarding referral. This has caused distress in both households, and is expected to result in a formal complaint.	N/A	N/A	N/A	N/A	N/A	15/07/22	IC-181690-V4P2	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	Complaint upheld - no enforcement action required	19/07/22	ICO considers a data breach has occurred and has made recommendations.
2022	ISI/22/436	07/06/22	Trading Standards Officer mislaid their pocket notebook	N/A	N/A	N/A	N/A	N/A	19/07/22	IC-182134-P8B8	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	Complaint upheld - no enforcement action required	27/07/22	ICO considers a data breach has occurred and has made recommendations
2022	ISI/22/033 & 27000091	18/01/22	Alleged breaches of UK GDPR during adoption process in 2021. Handled under complaints procedure.	08/02/22	21	N/A	08/02/22	18/03/22	25/07/22	IC-167755-Z3C4	Breach of Data Protection Framework (UK GDPR Art. 6 & 9)	Complaint partially upheld - no enforcement action required	22/08/22	ICO considers processing of data lawful but not fair.
2022	ISI/22/477	09/08/22	Disclosure by foster carer of clients person data to a third party	N/A	N/A	N/A	N/A	N/A	12/08/22	IC-186284-M1K3	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	Complaint upheld - no enforcement action required	22/08/22	ICO considers a data breach has occurred and has made recommendations
2022	ISI/22/513	25/08/22	Ex-employee emailed KCC work to her personal email address	N/A	N/A	N/A	N/A	N/A	02/09/22	IC-190008-K9Z3	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	Complaint upheld - no enforcement action required	06/09/22	ICO considers a data breach has occurred and has made recommendations
2022	ISI/22/649	28/10/22	Logicom, third party provider of e-portfolio platforms - Social care & Development, Kent Manager & Future Manager	N/A	N/A	N/A	N/A	N/A	01/11/22	IC-200393-Q2V2	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	Complaint closed - no further action	29/11/22	ICO has decided not to take any formal enforcement, due to particulars of the case and remedial measure already taken.
2022	ISI/22/656	04/11/22	SEN sent e-mail to incorrect e-mail address, containing personal & school contact details, ECHP, medical information including psychiatric assessment	N/A	N/A	N/A	N/A	N/A	04/11/22	IC-201163-Z4N5	Self reported breach of Data Protection Framework (UK GDPR Art.5f)	Complaint closed - no further action	10/11/22	ICO considers a data breach has occurred and has made recommendations
2022	SAR/22/349 (30427737)	07/07/22	Subject Access Request under Art.15 UK GDPR	05/10/22	90	N/A	22/08/22	01/09/22	06/12/22	IC-189355-X7R0	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint upheld	06/12/22	ICO considers the Council failed to comply within statutory timescale and ordered completion of SAR if not already actioned.
2022	SAR/22/254 (29392903)	19/05/22	Subject Access Request under Art.15 UK GDPR	08/08/22	81	N/A	31/08/22	28/09/22	16/12/22	IC-194894-H4G2	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint upheld	16/12/22	ICO considers redactions applied inappropriately to disclosures and that Council revisit within 30 calendar days ICO considers case closed following provision of revised records 18/01/23
2022	ISI/22/515 & SAR/22/292 (29897669)	27/04/22 09/06/22	Postal address of complainant and complainant's adoptive mother disclosed to relative (SAR/22/158) Subject Access Request under Art.15 UK GDPR	01/09/22 22/09/22	127 105	N/A	09/08/22	01/09/22	16/12/22	IC-185792-Q9R0	Breach of Data Protection Framework (UK GDPR Art. 5f and 15)	Complaint partially upheld	16/12/22	ICO considers the Council failed to comply within statutory timescale with regard to SAR, but there has been no data breach.
2022	ISI/22/673 (34618341)	09/11/22	Contact information (email address) shared with ex-husband in group invite to CLA meeting	19/01/23	71	N/A			18/01/23	IC-202477-D0K6	Breach of Data Protection Framework (UK GDPR Art. 5f)	Complaint closed	02/02/23	ICO considers response to complainant acceptable; no further action required.



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2022	SAR/22/309 (30017397)	21/06/22	Subject Access Request under Art.15 UK GDPR & Request for Information about Deceased Person	04/08/22	44	3rd party data - DPA 2018, Schedule 2, Section 15, Part 3, 16 - Protection of Rights of Others Information about deceased person - FOI s41	04/08/22	05/08/22	22/02/23	IC-196420-H6D9	Breach of Data Protection Framework (UK GDPR Art. 15)	<b>Complaint closed - no further action</b>	24/02/23	ICO considers that Council failed to comply with statutory timescales but correctly withheld third party data.
2022	SAR/22/459 (31479262)	29/08/22	Subject Access Request under Art.15 UK GDPR	23/01/23	147	3rd party data - DPA 2018, Schedule 2, Section 15, Part 3, 16 - Protection of Rights of Others	04/10/22	23/01/23	27/02/23	IC-211620-V9F3	Breach of Data Protection Framework (UK GDPR Art. 15)	<b>Complaint upheld</b>	27/02/23	ICO considers the Council failed to comply within statutory timescale and ordered completion of SAR if not already actioned.
2022	PreSAR enquiry (32819865)	20/10/22	Data related to this year's Kent Test. 1. Son's raw score 2. Copy of answer sheet for Maths as filled in by son 3. A copy of the document giving the correct answers (a, b, c, d or e) for each	21/12/22	62	2 - DPA 2018, Schedule 2, Section 15, Part 4 - Exam Scripts and Exam Marks 3 - FOIA Section 41(1) & 43(2) FOIA	N/A	N/A	01/03/23	IC-207923-L7H6	Breach of Data Protection Framework (UK GDPR Art. 15)	<b>Complaint upheld</b>	01/03/23	ICO considers the Council failed to comply within statutory timescale and ordered completion of SAR if not already actioned.
2022	32238221 SAR/22/586 (33324889)	03/10/22 03/11/22	Objection to Processing under Art. 16-21 Subject Access Request under Art.15 UK GDPR	03/11/22	30	3rd party data - DPA 2018, Schedule 2, Section 15, Part 3, 16 - Protection of Rights of Others			10/03/23	IC-202339-Z0X2	Breach of Data Protection Framework (UK GDPR Art. 15 and UK GDPR Art. 5)	<b>Complaint partially upheld</b>	08/02/24	ICO considers the Council failed to comply within statutory timescale with regard to SAR, but there has been no other infringements.
2022	PreSAR enquiries (31879009 & 33356985)	08/09/22 15/11/22	Subject Access Request under Art.15 UK GDPR	16/09/22 21/11/22	8 6	UK GDPR Art.12 5(b)	26/09/22 18/12/22	21/11/22 16/01/23	04/05/23	IC-211516-X3Q0	Breach of Data Protection Framework (UK GDPR Art. 15)	<b>Complaint closed</b>	23/05/23	ICO agrees that KCC was correct to reject SARs on the grounds they were manifestly excessive.
2022	SAR/22/488 (31910273)	15/09/22	Subject Access Request under Art.15 UK GDPR	12/05/23	239	N/A	06/01/23		05/05/23	IC-219948-L6S7	Breach of Data Protection Framework (UK GDPR Art. 15)	<b>Complaint upheld</b>	05/05/23	ICO considers the Council failed to comply within statutory timescale and ordered completion of SAR if not already actioned.
2022	SAR/22/318 (30090894)	22/06/22	Subject Access Request under Art.15 UK GDPR	03/05/23	315	3rd party data - DPA 2018, Schedule 2, Section 15, Part 3, 16 - Protection of Rights of Others	03/10/22	03/05/23	17/12/22 08/02/23	IC-197766-S0D8 IC-207185-N7T3	Breach of Data Protection Framework (UK GDPR Art. 15)	<b>Complaint upheld</b> <b>Complaint closed - duplicate</b>	17/12/22 17/03/23	ICO considers the Council has failed to comply within statutory timescale and ordered completion of SAR as a priority

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2022	SAR/22/387 (30896395)	03/08/22	Subject Access Request under Art.15 UK GDPR	03/09/22	31	LPP - DPA 2018, Schedule 2, Section 15, Part 4, 19 - Legal professional privilege [should have applied DPA 2018 Schedule 2, Part 1 5 - Information in connection with legal proceedings]	18/09/22	15/08/23	13/12/23	IC-190140-K4C8	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint upheld	13/12/23	ICO considers the Council has failed to comply within DP obligations by quoting incorrect exemption and has made recommendations.
2023	ISI/23/042	27/01/23	Early Help assessment emailed to parents. Blind copy function not used and the assessment wasn't redacted so personal data revealed.	N/A	N/A	N/A	N/A	N/A	01/02/23	IC-214161-T3C2	Breach of Data Protection Framework (UK GDPR Art. 5f)	Complaint closed - no further action	03/02/23	ICO will not be taking any action but has made recommendations
2023	ISI/23/074	07/02/23	30 Lever arch folders of SEN Transport records ready for archiving have gone missing between 31/01/23 and 03/02/23. Files approx 3 years old, contains names of children, parents/carers, school, bank details and medical evidence.	28/02/23	21	N/A	N/A	N/A	10/02/23	IC-215873-S8Y2	Breach of Data Protection Framework (UK GDPR Art. 5f)	Complaint closed - no further action	28/02/23	ICO will not be taking any action but has made recommendations
2023	ISI/23/112	27/02/23	A member of the public has notified KCC that the FOI & EIR disclosure log that has been published on our KCC website contains personal information. A sample has been looked at and 65 cases have been identified (3% of total spreadsheet) so could be approx 179 incidents	06/03/23	7	N/A	N/A	N/A	01/03/23	IC-218922-R2J5	Breach of Data Protection Framework (UK GDPR Art. 5f)	Complaint closed - no further action	01/03/23	ICO will not be taking any action but has made recommendations
2023	ISI/23/134	10/03/23	Exam Entry forms for 6 learners were all included in one document, so they were visible to all 6 learners. The Exam Entry form contained name, address, telephone number, e-mail, DOB, Gender, Ethnicity, ULN and student numbers.	24/03/23	14	N/A	N/A	N/A	13/03/23	IC-221737-W7H0	Breach of Data Protection Framework (UK GDPR Art. 5f)	Complaint closed - no further action	24/03/23	ICO will not be taking any action but has made recommendations
2023	ISI/23/082	21/03/22	Relates to SAR/22/117 - Third party information disclosed to data subject 21/3/22 referring to historical sexual abuse allegations against father by stepsister.			N/A			14/03/23	IC-221842-X7J9	Breach of Data Protection Framework (UK GDPR Art. 5f)	Complaint closed - further investigation required	26/04/23	Referred to Civil Investigations Team - see INV/0078/2023 30/11/2023 Investigation closed with no case to answer but recommendations made.
2023	34993625	09/02/23	Relates to SAR/22/117 - Third party information disclosed to data subject 21/3/22 referring to historical sexual abuse allegations against father by stepsister.	15/03/23	34	N/A	28/03/23	04/04/23	25/04/23	IC-224635-W4M8	Breach of Data Protection Framework (UK GDPR Art. 5f)	Complaint closed - no further action	25/04/23	ICO considers response to complainant acceptable; no further action required.
2023	ISI/23/082	21/03/22	Relates to SAR/22/117 - Third party information disclosed to data subject 21/3/22 referring to historical sexual abuse allegations against father by stepsister.			N/A			26/04/23	INV/0078/2023	Breach of Data Protection Framework (UK GDPR Art. 5f)	Complaint closed - no further action	30/11/23	ICO will not be taking any action but has made recommendations
2023	35739245	17/02/23	Complaint about SEN practices being non-compliant with UK UK GDPR (sharing data without consent, not correcting EHCP)		-44974				26/04/23	IC-223085-N9M7	Breach of Data Protection Framework (UK GDPR Art. 5a)	Under investigation		

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Year for audit monitoring	Request Number	Date of Request / Incident	Information Requested / Incident details	Date of Reply	Number of calendar days	Exemptions used	Date Review Requested	Date Review Completed	Date referred to or received from ICO	Case no	Nature of complaint	Status	Date Closed	Comments
2023	SAR/23/058 (34930193)	27/01/23	Subject Access Request under Art.15 UK GDPR	06/07/23	160	N/A			28/04/23	IC-227650-Y5H0	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint upheld	28/04/23	ICO considers the Council failed to comply within statutory timescale and ordered completion of SAR if not already actioned.
2023	SAR/23/008 (34411325)	06/01/23	Subject Access Request under Art.15 UK GDPR	04/05/23	118	N/A	09/03/23	16/03/23	09/05/23	IC-222902-X6Z7	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint upheld	09/05/23	ICO considers the Council failed to comply within statutory timescale and ordered completion of SAR if not already actioned.
2023	SAR/23/035 (34740735)	18/01/23	Subject Access Request under Art.15 UK GDPR	12/06/23	145	N/A			18/05/23	IC-224268-D2V2	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint upheld	18/05/23	ICO considers the Council failed to comply within statutory timescale and ordered completion of SAR if not already actioned.
2023	ISI/23/265	17/05/23	Information from Early Help relating to mother (LH) has been disclosed via SAR/23/217 to father, as redactions not applied properly. Same unredacted file shared with mother to resolve complaint, but mother unhappy about inclusion of father's data and that of his partner.	19/05/23	2	N/A			22/05/23	IC-235102-N5Q5	Breach of Data Protection Framework (UK GDPR Art. 5f)	Complaint closed - no further action	26/06/23	ICO will not be taking any action but has made recommendations
2023	ISI/23/268	18/05/23	A student social worker shared separate C&F assessments for sets of siblings/half siblings to parents of all children in assessment. Personal information about father's current wife and her child shared with ex-wife.			N/A			23/05/23	IC-235213-F2C1	Breach of Data Protection Framework (UK GDPR Art. 5f)	Complaint closed - no further action	09/09/23	ICO will not be taking any action but has made recommendations
2023	SAR/23/027 (35383841)	17/01/23	Subject Access Request under Art.15 UK GDPR	07/06/23	141	N/A			25/05/23	IC-223032-F7L6	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint upheld	25/05/23	ICO considers the Council failed to comply within statutory timescale and ordered completion of SAR if not already actioned.
2023	SAR/23/117 (35383841)	17/01/23	Subject Access Request under Art.15 UK GDPR	07/06/23	141	N/A			25/05/23	IC-222947-R8P2	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint upheld	25/05/23	ICO considers the Council failed to comply within statutory timescale and ordered completion of SAR if not already actioned.
2023	SAR/23/111 (35235816)	15/02/23	Subject Access Request under Art.15 UK GDPR	07/06/23	112	N/A			25/05/23	IC-223213-F3R9	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint upheld	25/05/23	ICO considers the Council failed to comply within statutory timescale and ordered completion of SAR if not already actioned.
2023	ISI/23/311 (37749857)	15/07/22 - reported 24/05/23	A Social worker shared a C&F assessment with a father, which contained the home address for his ex-partner and daughter. Complaint received by ex-partner's mother reporting allegations of domestic violence/safeguarding now father knows address.			N/A			07/06/23	IC-237400-P2K5	Breach of Data Protection Framework (UK GDPR Art. 5f)	Complaint closed - no further action	05/07/23	ICO will not be taking any action but has made recommendations

Issues investigated by Information Commissioner's Office

Year for audit monitoring	Request Number	Date of Request / Incident	Information Requested / Incident details	Date of Reply	Number of calendar days	Exemptions used	Date Review Requested	Date Review Completed	Date referred to or received from ICO	Case no	Nature of complaint	Status	Date Closed	Comments
2023	SAR/23/180 (35996618)	14/03/23	Subject Access Request under Art.15 UK GDPR	19/07/23	127	N/A			03/07/23	IC-233220-Z1X7	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint upheld	03/07/23	ICO considers the Council failed to comply within statutory timescale and ordered completion of SAR if not already actioned.
2023	SAR/23/142 & 143 (35604665)	03/03/23	Subject Access Request under Art.15 UK GDPR	22/05/23	80	3rd party data - DPA 2018, Schedule 2, Section 15 , Part 3, 16 - Protection of Rights of Others			28/07/23	IC-232161-L4K3	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint upheld	28/07/23	ICO considers the Council failed to comply within statutory timescale and ordered completion of SAR if not already actioned.
2023	ISI/23/512	08/08/2023 reported 23/08/23	Legal letter was sent to a previous address of a father, which contained full information in relation to domestic violence, Police incidents, health information and child information including KCC seeking legal advice. Letter was not able to be recovered at the time of reporting	N/A	N/A	N/A			25/08/23	IC-253935-S5Y5	Breach of Data Protection Framework (UK GDPR Art. 5f)	Complaint closed - no further action	18/11/23	ICO will not be taking any action but has made recommendations
2023	SAR/23/271 (39938281)	08/05/23	Subject Access Request under Art.15 UK GDPR	08/08/23	92	3rd party data - DPA 2018, Schedule 2, Section 15 , Part 3, 16 LPP - DPA 2018, Schedule 2, Part 4 (19)			11/09/23	IC-257422-B2S1	Breach of Data Protection Framework (UK GDPR Art. 15)	Under investigation		
2023	SAR/23/295 (37577797)	18/05/23	Subject Access Request under Art.15 UK GDPR	23/08/23	97	None applied			13/09/23	IC-242538-F1V4	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint upheld	13/09/23	ICO considers the Council failed to comply within statutory timescale and ordered completion of SAR if not already actioned. ICO has also made recommendations.
2023	SAR/23/419 (39938281)	19/06/23	Subject Access Request under Art.15 UK GDPR	11/10/23	114	None applied			15/09/23	IC-222947-R8P2	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint closed	27/10/23	ICO advised no further action is appropriate in this case.
2023	ISI/23/538	13/07/2023 reported 7/09/2023	Incorrect address on system which resulted in closure letter and C&F assessment being sent to wrong address. Incident raised by father when he realised he hadn't got the documents	N/A	N/A	N/A			18/09/23	IC-259002-K5D7	Breach of Data Protection Framework (UK GDPR Art. 5f)	Under investigation		
2023	ISI/23/551	19/07/2023 reported 14/09/2023	Referral received at front door from hospital. Usinghome phone number on file as no response from mobile FD officer spoke to individual even after establishing it wasn't the correct person	N/A	N/A	N/A			18/09/23	IC-259015-N4S0	Breach of Data Protection Framework (UK GDPR Art. 5f)	Under investigation		
2023	SAR/23/380 (38900429)	03/07/23	Subject Access Request under Art.15 UK GDPR	30/08/23	58	None applied			13/10/23	IC-251467-T0N2	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint upheld	13/10/23	ICO considers the Council failed to comply within statutory timescale and has made recommendations.
2023	SAR/23/434 (39660425)	27/07/23	Subject Access Request under Art.15 UK GDPR	08/01/24	165	2nd party data - DPA 2018, Schedule 2, Section 15 , Part 3, 16			20/10/23	IC-257212-N8W4	Breach of Data Protection Framework (UK GDPR Art. 15)	Under investigation		
2023	SAR/23/457 (39974681)	09/08/23	Subject Access Request under Art.15 UK GDPR	23/10/23	75	3rd party data - DPA 2018, Schedule 2, Section 15 , Part 3, 16			20/10/23	IC-261894-M7F5	Breach of Data Protection Framework (UK GDPR Art. 15)	Under investigation		
2023	SAR/23/443 (39778889)	26/07/23	Subject Access Request under Art.15 UK GDPR	23/10/23	89	3rd party data - DPA 2018, Schedule 2, Section 15 , Part 3, 16			20/10/23	IC-258866-W4Q6	Breach of Data Protection Framework (UK GDPR Art. 15)	Under investigation		

Issues investigated by Information Commissioner's Office

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2023	SAR/23/451 (39915649)	31/07/23	Subject Access Request under Art.15 UK GDPR	23/10/23	84	3rd party data - DPA 2018, Schedule 2, Section 15 , Part 3, 16			20/10/23	IC-255505-J5T5	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint partially upheld	21/11/23	ICO considers the Council failed to adequately explain what information was held/not held/withheld within SAR response.
2023	SAR/23/415 (39394577)	19/07/23	Subject Access Request under Art.15 UK GDPR	29/11/23	133	4th party data - DPA 2018, Schedule 2, Section 15 , Part 3, 16			20/10/23	IC-252919-X5D1	Breach of Data Protection Framework (UK GDPR Art. 15)	Under investigation		
2023	ISI/23/620	19/10/23	Child Protection full minutes shared with Father instead of redacted minutes. Full minutes contained information about safety plan formulated with mother because of Domestic Violence from Father (residing together) and secret meetings Mother was having at the childrens nursery with social services	N/A	N/A	N/A			20/10/23	IC-265792-G9B6	Breach of Data Protection Framework (UK GDPR Art. 5f)	Complaint closed - no further action	26/01/24	ICO will not be taking any action but has made recommendations
2023	Not logged, handled as complaint by operational unit.	14/08/23	Complainant unhappy that details of his offences when he was a minor was shared with son's mother.	13/09/23	30	N/A	N/A	N/A	20/10/23	IC-258098-V3B8	Breach of Data Protection Framework (UK GDPR Art.5f)	Under investigation		
2023	ISI/23/648	31/10/23	The allocated Social Worker requested the prison release conditions relating to the mother of a young person we currently supported. The allocated Social Worker redacted key information in her e-mail to the young person's carer; however, she regrettably omitted the address where the young person's mother was released to.	N/A	N/A	N/A	N/A	N/A	08/11/23	IC-269246-H3J8	Breach of Data Protection Framework (UK GDPR Art. 5f)	Complaint closed - no further action	15/11/23	ICO will not be taking any action but has made recommendations
2023	SAR/23/438 (39710358)	25/07/23	Subject Access Request under Art.15 UK GDPR	22/08/23	28	N/A	22/08/23	15/11/23	21/11/23	IC-270366-P5W2	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint closed	17/01/24	ICO considers KCC dealt with request appropriately
2023	Not logged, handled as complaint by operational unit.	23/04/23	Complainant alleges inappropriate disclosure of his personal data. This appears to have been addressed by Child Services but it is not clear that the data protection elements of this have been fully addressed.	31/05/23	38	N/A	08/06/2023	27/07/2023	21/11/23	IC-263123-P8S7	Breach of Data Protection Framework (UK GDPR Art.5f)	Complaint closed - no further action	12/01/24	ICO considers data breach has occurred but no further action necessary
2023	SAR/23/238 (36715673)	10/04/23	Subject Access Request under Art.15 UK GDPR	26/04/23	16	3rd party data - DPA 2018, Schedule 2, Section 15 , Part 3, 16	26/04/2023 (1st of 4)	25/10/2023 (final reply)	30/11/23	IC-268878-F5P0	Breach of Data Protection Framework (UK GDPR Art. 15)	Under investigation		
2023	ISI/23/726	29/11/23	User in a third party organisation had their account breached and the hacker then sent suspect emails to KCC users. One user responded to an telephone email MFA request which enabled the hacker to have access to the users KCC account and email. Consequently a large number of emails were sent out based on that users contact list and an automated rule was configured to delete all incoming emails to the users mailbox.	N/A	N/A	N/A	N/A	N/A	05/12/23	IC-275309-Z8K7	Breach of Data Protection Framework (UK GDPR Art. 5f)	Complaint closed - no further action	08/12/23	ICO decided not to take any formal enforcement action on this occasion- due to mitigations put in place
2023	SAR/23/496 (40843897)	01/10/23	Subject Access Request under Art.15 UK GDPR	18/12/23	78	3rd party data - DPA 2018, Schedule 2, Section 15 , Part 3, 16	N/A	N/A	12/01/24	IC-273099-P5L3	Breach of Data Protection Framework (UK GDPR Art. 15)	Under investigation		
2023	SAR/23/534 (41985393)	06/10/23	Subject Access Request under Art.15 UK GDPR	12/12/23	67	N/A	N/A	N/A	12/01/24	IC-277507-H5P8	Breach of Data Protection Framework (UK GDPR Art. 15)	Complaint closed	01/02/24	ICO considers KCC dealt with request appropriately

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2024	ISI/24/817	12/01/24	SEN Information EHCP & Medical sent to parent via Zip file attached to e-mail. When parent opened Zip file, they could see another child's report. Operational team checked file and could find no record of the incorrect info. Parent subsequently went back into zip file and info had disappeared	N/A	N/A	N/A	N/A	N/A	18/01/24	IC-282952-T1J1	Breach of Data Protection Framework (UK GDPR Art. 5f)	Complaint closed - no further action	24/01/24	ICO will not be taking any action but has made recommendations

ACTIONS ARISING FROM ICO INVESTIGATIONS

<b>KCC reference</b>	<b>ICO reference</b>	<b>Decision Date</b>	<b>Recommendations/actions required by ICO</b>	<b>Action taken</b>	<b>Target date (if applicable)</b>	<b>Date completed</b>
<b>ISI/24/817</b>	IC-282952-T1J1	24/01/2024	Seeking written confirmation from the recipient that they hold no copies of this information and that it will not be used or shared further. Continuing to investigate the root cause of this incident. . Highlighting the importance of double-checking attachments and recipients when communicating both internally and externally. Considering the sensitivity of the data and take steps to mitigate any risks, for example offer support and guidance to the person affected Reviewing the content of your data protection training and monitor it to ensure that staff receive training regularly If any subsequent information or detriment is discovered, you must investigate and inform the ICO without undue delay.			
<b>SAR/22/387</b>	IC-190140-K4C8	13/12/2023	1. All staff attend mandatory training which is routinely tested and refreshed. This will be monitored by the ICO. 2. All policies and procedures are updated and revised to reflect the new obligations placed on controllers and processors under the GDPR / DPA18 3. The Council issue a full and final apology for the handling of this matter, for both the use of the incorrect exemption and extensive delays in investigating this matter.	Email to ICO 20/12/23 advising that 1. & 2. are already in place and have been for nearly a decade.		20/12/2023
<b>ISI/23/082</b>	INV/0078/2023	30/11/2023	1. Ensure the learnings from this breach are shared across the organisation, to embed lessons learnt. 2. Consider providing specific guidance on the 'serious harms test' to relevant teams. 3. Ensure that policies, procedures and guidance are complied with by regular assurance testing and auditing. 4. Regularly review policies, procedures, guidance and training available to staff 5. Obtain written confirmation from the recipient that this information will not be copied, shared, or used further in order to ensure the breach is contained. 6. Continue to monitor staff completion of data protection training and plan how it will deliver this training to those employees who have not completed this within the last 12 months. It should aim for 100% completion of mandatory data protection training 7. Consider implementing a dip sampling process going forward to review SAR cases at random 8. Implement the proposed SAR checklist, with required physical sign off from a senior manager, prior to disclosure. 9. Ensure that any future incidents are reported to the ICO within 72 hours. 10. Regularly reviewing the guidance available on the ICO website.			

ACTIONS ARISING FROM ICO INVESTIGATIONS

<b>KCC reference</b>	<b>ICO reference</b>	<b>Decision Date</b>	<b>Recommendations/actions required by ICO</b>	<b>Action taken</b>	<b>Target date (if applicable)</b>	<b>Date completed</b>
<b>ISI/23/082</b>	INV/0078/2023	30/11/2023	<p>1. Ensure the learnings from this breach are shared across the organisation, to embed lessons learnt.</p> <p>2. Consider providing specific guidance on the 'serious harms test' to relevant teams.</p> <p>3. Ensure that policies, procedures and guidance are complied with by regular assurance testing and auditing.</p> <p>4. Regularly review policies, procedures, guidance and training available to staff</p> <p>5. Obtain written confirmation from the recipient that this information will not be copied, shared, or used further in order to ensure the breach is contained.</p> <p>6. Continue to monitor staff completion of data protection training and plan how it will deliver this training to those employees who have not completed this within the last 12 months. It should aim for 100% completion of mandatory data protection training</p> <p>7. Consider implementing a dip sampling process going forward to review SAR cases at random</p> <p>8. Implement the proposed SAR checklist, with required physical sign off from a senior manager, prior to disclosure.</p> <p>9. Ensure that any future incidents are reported to the ICO within 72 hours.</p> <p>10. Regularly reviewing the guidance available on the ICO website</p>			
<b>ISI/23/512</b>	IC-253935-S5Y5	18/11/2023	<p>We recommend that you continue to investigate the causes of this incident to determine how and why it occurred.</p> <p>We also recommend you consider the following:</p> <ul style="list-style-type: none"> <li>- Continue to monitor the risk to those affected to identify whether any additional steps need to be taken to mitigate the impact of this incident.</li> <li>- Continue taking steps to recover the letter from the resident of the service user's former address</li> <li>- Ensure the procedures you have in place for sending documents in the post are sufficiently robust</li> <li>- Maintain awareness of data protection amongst staff via the use of routine reminders</li> </ul>			
<b>ISI/23/648</b>	IC-269246-H3J8	08/11/2023	<p>Ensure that you take continual steps to support the data subject and their family. Continuing to liaise with other third parties as part of this support process.</p> <p>Review policies, guidance and training relating to the redaction process to ensure that they are robust and clear.</p> <p>Monitor any implemented changes to ensure that procedures are being followed, and remain appropriate with impactful outcomes.</p> <p>Try using Ctrl-F keys as an additional tool to search for any key words or phrases to ensure they have all been redacted correctly from documents.</p>			
<b>SAR/23/380</b>	IC-251467-T0N2	13/10/2023	<p>Take steps to improve your information rights practices. You should ensure that you prioritise the data subjects access request and complete it if this has not been done so already. We would also ask you to consider any necessary reviews of the procedure to help with efficiency, should this not have taken place already</p>			
<b>SAR/23/295</b>	IC-242538-F1V4	13/09/2023	<p>Please ensure you take this opportunity to review your practices and strengthen any areas as required. Employees should be made aware of how to respond to SARs properly and within the appropriate timeframe, and the Council should ensure that data protection training is regularly provided</p>			



# ACTIONS ARISING FROM ICO INVESTIGATIONS

KCC reference	ICO reference	Decision Date	Recommendations/actions required by ICO	Action taken	Target date (if applicable)	Date completed
ISI/23/268	IC-235213-F2C1	09/09/2023	Ensuring there are appropriate checking and verification measures in place with regards to sending personal data outside of your organisation. Obtaining written confirmation from the incorrect recipient that the correspondence has been deleted/destroyed, and not copied, shared or used further. Providing any necessary support to help mitigate any potential detriment to the affected individual where applicable. If you need to redact personal information from documents, you should have a clear, comprehensive and accessible written process in place. Issuing regular reminders to all staff of the importance of data protection Assess any new processes and procedures that are put in place as a result of this incident, and continue to monitor these over a period of time			
ISI/23/311	IC-237400-P2K5	05/07/2023	Continue to support the individual, regularly evaluating and adjusting as needed to ensure the individual receives the best possible assistance. Regularly communicating and reinforcing data protection and information security policies to all employees Evaluating any technical measures which your organisation has in place If appropriate, confirm with users whether their personal data should not be shared with any individuals prior to disclosing.			
ISI/23/265	IC-235102-N5Q5	26/06/2023	We recommend that you investigate the causes of this incident to ensure that you understand how and why it occurred, and what steps you need to take to prevent it from happening again. Ensuring that your organisation is taking continual steps to support the data subjects, and any other individual affected Having clear and robust written guidance and policies outlining the procedures when handling SARs and redacted information involving third parties. Ensuring that you have robust technical measures and controls in place to monitor and review SARs before disclosure. Reviewing the data protection training provided to staff as you may wish to include any learning from this incident within your training schedule. If any subsequent information or detriment is discovered as a result of this incident, please investigate and inform the ICO			
ISI/23/134	IC-221737-W7H0	24/03/2023	Continuing to seek the secure deletion of the personal information involved in this incident Monitoring the incident to ensure that there is no negative impact Implementing a rigid document naming convention to ensure that documents containing particularly sensitive data are clearly labelled. Reviewing the preventative measures you had in place prior to this incident and establishing whether these processes had been followed; Routinely testing the effectiveness of the measures you have in place, including spot-checking staff adherence to these measures.			

# ACTIONS ARISING FROM ICO INVESTIGATIONS

<i>KCC reference</i>	<i>ICO reference</i>	<i>Decision Date</i>	<i>Recommendations/actions required by ICO</i>	<i>Action taken</i>	<i>Target date (if applicable)</i>	<i>Date completed</i>
ISI/23/112	IC-218922-R2J5	01/03/2023	Please read our attached leaflet, which contains our tips for preventing the most common personal data breaches. If you're not doing these things already, please consider implementing them. Recommend you check that your policies and procedures are fit for purpose. All staff who handle personal data should receive regular data protection training. You should implement any specific steps you identified to prevent a recurrence of this incident	A training bulletin will be circulated to all FOI workstream members to highlight good request recording practices around data minimisation. Document publication protocol to be reviewed to ensure sufficient safeguards in place to prevent inappropriate disclosures of sensitive data.		Ongoing
ISI/23/074	IC-215873-S8Y2	28/02/2023	Communicating to all relevant members of staff any changes in procedure that have been implemented following the archive procedure being reviewed. You should also ensure that these new policies are followed consistently throughout your organisation; Regularly reviewing your archiving process to ensure it is robust and effective at preventing incidents of this nature; Take action to limit the impact that the breach may have on the data subjects by ensuring that you recreate any data that has been lost as a result of this incident Reminders should be issued to all staff of the importance of data protection, their responsibilities, and the correct processes to follow. Continuing to monitor this incident. If you become aware of any new risks to the rights and freedoms of the individuals, you should take steps to mitigate them and communicate any updates to the ICO.	Lockable cupboards to be provided to put archiving in prior to being archived. Notes must be made in the details of the files to be archived prior to them being transferred or put in the cupboard.		Ongoing
ISI/23/042	IC-214161-T3C2	03/02/2023	Continuing to provide the affected data subjects with any necessary support. Continuing to take reasonable steps to contain the breach by requesting that both parties delete the email and document sent in error. Ensuring staff are aware of how and when to blind copy email recipients and that they're reminded regularly. Reviewing your processes for sending information. Introducing specific processes for families where personal information should not be shared. Where possible, you should add a marker or alert to their records Issuing regular reminders to all staff highlighting the importance of double checking information	Staff members have been informed of importance of ensuring personal data is not shared and to discuss with unit Lead when redactions may be required. All staff members have been reminded that the BCC function on emails is required when sending emails and best practice for separated parents is to send separate emails. Staff members have been reminded to obtain consent for information sharing especially within the assessment gathering visits.		31/01/2023
ISI/22/656	IC-201163-Z4N5	10/11/2022	Introducing additional security measures so it cannot be accessed if sent to the incorrect recipient; Ensuring all staff members have received data protection training within the last two years Introducing additional checks, working to a principle of check twice, send once; Communicating to all staff any changes in procedure that are implemented following your investigation. Reminders to all staff of the importance of data protection	All recommendations already implemented All IG policies reviewed annually Mandatory training already in place and refreshed biannually		10/11/2022

ACTIONS ARISING FROM ICO INVESTIGATIONS

<b>KCC reference</b>	<b>ICO reference</b>	<b>Decision Date</b>	<b>Recommendations/actions required by ICO</b>	<b>Action taken</b>	<b>Target date (if applicable)</b>	<b>Date completed</b>
<b>ISI/22/325</b>	IC-172147-T1J1	11/10/2022	You should continue to support the data subject through your internal processes. If further information comes forward which changes your assessment of the breach, you will need to notify the ICO. To prevent a recurrence you should continue to review your processes for checking documents or media products before releasing them from the organisation Sharing a redacted version of this incident within staff data protection training as an example Issuing regular reminders to all staff of the importance of data protection, their responsibilities, and the correct processes to follow.	Any contact information placed on documentation should be checked and tested prior to release for accuracy. Copies of documentation that would relate to a specific team or function should be viewed by the team & signed-off by that team prior to release.		Ongoing
<b>27356829</b>	IC-132470-Q2H5	04/10/2022	Provide detailed satisfactory responses to customers when such concerns are raised which will in turn help prevent this type of complaint from reoccurring in future. Review policy and procedures to ensure it is up to date and fully compliant with DPA 2018 and GDPR. Consider providing mandatory refresher data protection training for members of staff	All IG policies reviewed annually Mandatory training already in place and refreshed biannually		04/10/2022
<b>ISI/22/513</b>	IC-190008-K9Z3	06/09/2022	We would like to request that you provide us with the results of your investigation into this incident once it has concluded. We recommend that you continue in your efforts to ensure the breach is contained and the information involved in this incident is recovered or deleted. We also recommend you check that your policies and procedures are fit for purpose.	Internal investigation concluded and a copy sent to the ICO. Individual confirmed e-mail deletion. Staff reminded of KCC policy and training to be repeated every two years. Exit interviews should be conducted.		07/11/2022
<b>ISI/22/477</b>	IC-186284-M1K3	22/08/2022	If further information comes forward which changes your assessment of the breach you will need to notify the ICO. Reviewing the measures you had in place to prevent this type of incident from happening again. Reviewing the content of your mandatory induction data protection training and the frequency of your refresher training which should be tailored to specific roles; The ICO recommends, as good practice, that refresher training is carried out annually. If not already doing so, issuing regular reminders to foster carers of the importance of data protection	All IG policies reviewed annually Mandatory training already in place and refreshed biannually.		04/10/2022
<b>ISI/22/436</b>	IC-182134-P8B8	27/07/2022	Reviewing whether the information can be recorded in a different format Taking steps to recreate the data in the notebook if it is not found; Reviewing the current security procedures you have in place and ensuring all procedures are being followed consistently throughout the organisation; Ensuring that you fully implement a clear, comprehensive and accessible written process which all staff should be aware of	An awareness email will be sent to teams reminding them to ensure we have all material when leaving premises		18/07/2022

ACTIONS ARISING FROM ICO INVESTIGATIONS

<b>KCC reference</b>	<b>ICO reference</b>	<b>Decision Date</b>	<b>Recommendations/actions required by ICO</b>	<b>Action taken</b>	<b>Target date (if applicable)</b>	<b>Date completed</b>
<b>ISI/22/431</b>	IC-181690-V4P2	19/07/2022	Regularly reviewing and testing your procedures Issuing regular reminders to all staff of the importance of data protection, their responsibilities, and the correct processes to follow. Providing any necessary support to help mitigate any potential detriment to the affected data subjects Ensuring staff are provided with sufficient practical guidance regarding the implementation of any remedial measures as a result of this incident, and; Continue to monitor this incident and notify ICO of any developments			
<b>ISI/22/343</b>	IC-174472-H2Y6	28/06/2022	Reviewing the measures that are in place when sending emails to ensure this is done so securely. If providing information over the phone, there should be appropriate verification measures in place Any changes should be communicated consistently with all staff and be reflected in any on-going training. Review the content of your training You should take steps to seek written confirmation from the recipient that this information has been permanently deleted and has not been used or shared any further. It is important to report to the ICO within 72 hours of becoming aware of the incident. Additional information can be provided at a later date.	All IG policies reviewed annually Mandatory training already in place and refreshed biannually. E-mail confirmed as deleted.		04/10/2022 & 10/08/2022
<b>ISI/21/649</b>	IC-144127-V7D0	06/06/2022	Strongly recommend that you respond directly to complainant's letter of 28 November 2021.	Letter sent to complainant cc ICO		28/07/2022
<b>Not logged</b>	IC-140131-Z0T5	24/03/2022	You should ensure that all staff attend mandatory training, which is routinely tested and refreshed, to ensure that human errors do not occur which result in further incidences such as this. You should retain a record of the evidence You have which proves that no inappropriate disclosure has occurred, in order to provide reassurance to the individual.	ICO advised that mandatory training already in place and refreshed biannually and that guidance to staff on reporting incidents and what remedial action to take already exists. Evidence provided.		24/03/2022
<b>ISI/22/103</b>	IC-155827-W1G3	28/02/2022	<ul style="list-style-type: none"> <li>Ensuring you have clear and robust written guidelines available for staff which clarify the steps that should be taken when sending correspondence externally.</li> <li>Continuing to provide staff with routine reminders about the importance of information security via the use of staff emails, newsletters and team meetings.</li> <li>Where it is not required, disabling the auto-fill facility within staff email accounts to reduce the likelihood of correspondence being sent to third parties in error;</li> <li>Including a notice within any correspondence sent externally which advises the recipient of the steps they should taken in the event that an email contains personal data which is not for their attention;</li> <li>Confirming that you have a clear pathway which allows members of the public to raise potential data protection concerns with the organisation, as this should ensure that any future personal data breaches continue to be identified and resolved quickly, and;</li> <li>Reviewing our personal data breach guidance</li> </ul>			

# ACTIONS ARISING FROM ICO INVESTIGATIONS

KCC reference	ICO reference	Decision Date	Recommendations/actions required by ICO	Action taken	Target date (if applicable)	Date completed
ISI/22/003	IC-149280-L4P5	10/01/2022	<ul style="list-style-type: none"> <li>Highlighting the importance of double checking information within your data protection training for staff</li> <li>Reviewing policies and procedures from time to time to ensure they are adequate, up to date and fit for purpose.</li> <li>Taking a lessons learned approach to ensure the security of all the personal information you process and store.</li> <li>You should assess any new processes and procedures that are put in place as a result of this incident, and continue to monitor these over a period of time</li> <li>Ensure you are fully compliant with the current data protection legislation and your need to comply with reporting procedures.</li> <li>Refresher training is carried out annually</li> </ul>			
ISI/21/721	IC-142899-B0P6	30/11/2021	<ul style="list-style-type: none"> <li>Ensuring you have clear written guidelines in place for all staff to follow in relation to sending out external communications containing personal data.</li> <li>Identifying whether it may be necessary to provide any refresher training on the topic of data protection</li> <li>Providing regular communications to all staff about the importance of data security via the use of staff emails and team meetings.</li> <li>Continuing with your attempts to make contact with the family and updating the address which is recorded on your systems;</li> <li>Including a notice within any correspondence sent externally which advises the recipient of the steps they should take in the event that an email or letter contains personal data which is not for their attention;</li> <li>Evaluating whether the communication in question could have been sent electronically rather than via post, with appropriate password protection</li> <li>Reviewing our personal data breach guidance</li> </ul>			
SAR/21/293 & 294 (22523450)	IC-122115-C7C3	17/11/2021	<ul style="list-style-type: none"> <li>Employees should be made aware of how to respond to SARs within the appropriate timeframe.</li> <li>Steps are taken to ensure that all policies and procedures are updated and revised to reflect the new obligations placed on controllers and processors under the GDPR and DPA18.</li> <li>add a note to your records showing that Shannon Kaitell has disputed the report and cited the GP letter as evidence.</li> </ul>	<p>Mandatory training already in place and refreshed biannually</p> <p>All IG policies reviewed annually - last update January 2021</p> <p>GP letter dated 1.6.21 and explanatory note already uploaded to Liberi</p>		11/11/2021
SAR/20/158 (13768033)	IC-56982-S3R1	16/11/2021	<ul style="list-style-type: none"> <li>All staff are familiar with their data protection obligations and in particular the process for handling SAR's / passing on SAR's to the relevant team;</li> <li>All policies and procedures are updated and revised to reflect the new obligations placed on controllers and processors under the GDPR / DPA18; and</li> <li>All data processed by KCC is subject to appropriate organisational and technical controls with regards to its security</li> </ul>	<p>Mandatory training already in place and refreshed biannually</p> <p>All IG policies reviewed annually - last update January 2021</p>		16/11/2021
ISI/21/423 ISI/21/452 ISI/21/480 ISI/21/498 ISI/21/500	IC-119989-D0T0 IC-121449-N4B4 IC-122906-N9R6 IC-124478-K9V7 IC-125266-D9X6	19/10/2021	<p>Continue to monitor the risk to the affected data subjects and identify whether further steps need to be taken to mitigate this risk.</p> <p>Ensuring that staff only work on one case at a time and take special care where they are dealing with persons of similar names.</p> <p>Maintaining awareness of data protection among staff via the use of routine reminders such as staff emails/newsletters, staff intranet team meetings, posters and screen savers etc.</p> <p>Reviewing the content and delivery of your data protection training which should be interactive, role specific and contain practical examples.</p>			

ACTIONS ARISING FROM ICO INVESTIGATIONS

<b>KCC reference</b>	<b>ICO reference</b>	<b>Decision Date</b>	<b>Recommendations/actions required by ICO</b>	<b>Action taken</b>	<b>Target date (if applicable)</b>	<b>Date completed</b>
<b>ISI/21/226</b>	IC-101500-W1N1	02/08/2021	Continuing to monitor this incident in order to ensure that it was in fact an isolated occurrence Ensuring all social workers are aware of their obligations in regards to informing individuals about the use of their data, and that they are consistently following this requirement Ensuring all social workers are fully trained regarding which information is appropriate to be shared. This may involve an <u>assessment of their knowledge on completion of training</u>			
<b>SAR/20/479 (18564061)</b>	IC-89472-H6X8	29/07/2021	All staff are given mandatory training which is routinely tested and refreshed. Employees should be made aware of how to respond to SARs properly and within the appropriate timeframe. Steps are taken to ensure that all policies and procedures are updated and revised to reflect the new obligations placed on <u>controllers and processors under the GDPR and DPA18.</u>	Mandatory training already in place and refreshed biannually All IG policies reviewed annually - last update January 2021 Actions required by ICO circulated to all teams that have involvement with the family		29/07/2021
<b>SAR/21/199 (21125121)</b>	IC-106447-T3T7	17/06/2021	Review the processes and practices re recognising, recording and resolving SARs. This may include contacting data subjects to update on the progress of their SAR. Make staff aware of these procedures. Ensure that staff training in regards to data handling, security and <u>accuracy is current</u>			
<b>ISI/21/153</b>	IC-94129-W0S3	14/04/2021	Ensure there are robust manual checks in place before sending information to ensure that the management sign off has been completed. Any new measures that are implemented should be communicated consistently with all staff and be reflected in any ongoing training. You should review training, which should be tailored to specific job roles and on completion their knowledge should be assessed. Reminders should be issued to all staff on a regular basis of the importance of data protection, their responsibilities, and the correct processes to follow. Monitor the incident and the impact on the data subject so action can be taken accordingly.			
<b>18008730</b>	IC-79235-Q5V7	02/02/2021	ICO advise Kent County Council to be more transparent in advising all parties of their retention period for accessing video footage. All parties should be made aware that these video recordings are only available for 21 days should they request a copy and that a representative from the council is available to act upon any requests during this time	Confirmation that although support from Microsoft for technical issues is limited to 21 days, normal retention periods are applied to storage of video recordings within Microsoft Stream which is the current storage platform for recordings made within MS Teams. As the videos do not expire this meets <u>the criteria set out in the Record Schedule.</u>		16/02/2021
<b>ISI/20/605</b>	IC-67962-Z1M8	25/11/2020	Review policies and controls in particular in relation to adoption cases Review content of data protection training Issue regular reminders to staff on importance of data protection Continue to monitor incident and try to remove data from public domain. Obtain written confirmation that photos will not be shared further	Meeting held on 25th February to discuss the ICO Recommendations. A policy around social media will be developed by Children's Social Services and KCC will introduce procedures to ensure birth parents and adopters are clear on what they can and cannot share on social media and if they do not comply this could jeopardise any future arrangements. This particular example will be referenced in IG <u>training where applicable.</u>		25/02/2021

# ACTIONS ARISING FROM ICO INVESTIGATIONS

KCC reference	ICO reference	Decision Date	Recommendations/actions required by ICO	Action taken	Target date (if applicable)	Date completed
ISI/20/522	IC-62315-P1H3	19/11/2020	KCC should communicate to all members of staff that the conduct of the employees involved in the incident is not acceptable as they have failed to follow the correct process KCC should send a communication to all members of staff to reinforce that any repeat of that conduct by other members of staff would be a disciplinary matter Manager will talk at the next team meeting about sharing information in an appropriate manner in accordance with GDPR.	There was no mass email sent to all staff regarding conduct/disciplinary handling of this specific manner. However, practice, policy, and procedural guidance regarding confidentiality, consent, and information sharing were covered within management meetings; team meetings; and all staff meetings on the following dates: September 2020 - District Management Meeting & All staff District Workshop, Bespoke 1:1 Supervision between Team Manager and Social Worker who was directly involved. October 2020 - Follow Up Bespoke One to One Supervision between Team Manager and Social Worker, Formal 1:1 Supervision between Service Manager and Team Manager, District Team Case Progression Meetings. November 2020 - Formal 1:1 Supervision between Team Manager and both Social Workers (separately). December 2020 - District Business Management Meeting, joint with All district staff senior practitioners.		30/12/2020
ISI/20/574	IC-65657-H8M4	15/11/2020	Ensure all employees have received adequate, detailed redaction and data protection training that is practical and tailored to their roles Ensure your redaction process is sufficiently robust and if you have not already done so, you may wish to consider utilising redaction software.	Team report that procedures have been changed to ensure that only those members of staff who use Adobe Pro carry out redactions and all staff were made aware of the issue and how it occurred in order to avoid a repeat.		
ISI/20/401	IC-55092-N2L7	30/09/2020	Reviewing the methods used to recover information posted to an incorrect address. Include a return address on envelopes when information has to be sent by post. Ensure there are appropriate checking and verification measures in place with regards to sending personal data outside of your organisation Highlight the importance of double-checking outgoing comms and send electronically wherever possible with added password protection	Incident due to system migration issue - SEN is working closely with MI to close gaps and prevent situations like this from occurring again, Synergy record was updated as soon as we were notified. Standard practice to ensure return address on envelopes. Ongoing training to highlight the importance of processing personal information and the use of 'secure' email		
ISI/20/448	IC-53638-T2C3	16/09/2020	Take proportionate action to ensure that the personal data disclosed to an unauthorised recipient has been deleted. If necessary, you may wish to engage legal assistance to ensure the return or permanent, secure deletion of any personal data sent in error. Reviewing the preventative measures Ensuring that all staff within your organisation receive appropriate training	Sent s170 letter to unauthorised recipient subsequently received voice message on 14th August 2020 from recipient to say information had been returned to local office. Mandatory training (includes IG and GDPR) reminder to all staff via Kmail		
ISI/20/257	IC-41637-B3W0	23/06/2020	Continue to communicate the importance of data security Issue reminder to all staff of their obligations under the GDPR and the correct processes to follow.	Mandatory training (includes IG and GDPR) reminder to all staff via Kmail.  From Craig Chapman: Following the breach, all staff were verbally reminded of the GDPR principles and additional safeguards were implemented to the letter production process. All staff complete GDPR/Data Protection and Information Governance every two years		03/09/2020

ACTIONS ARISING FROM ICO INVESTIGATIONS

KCC reference	ICO reference	Decision Date	Recommendations/actions required by ICO	Action taken	Target date (if applicable)	Date completed
ISI/20/210	IC-39703-Z6V1	29/05/2020	Obtaining a written undertaking from recipient that Facebook post deleted. Contact Facebook to have the information removed and links/cached information via search engines deleted. Remind recipient that disclosure of personal information without the consent of the data controller may be considered a criminal offence under the Data Protection Act 2018 Review your policies and procedure around the handling of personally identifiable information Practical role specific refresher data protection training should be carried out biennially <u>Use this breach suitably redacted as training tool</u>	Team Manager Children's Social Work Team 2 The Weald District, confirmed that this incident was discussed at the area practice meeting and a new method of hand delivery has been agreed i.e. identity confirmed before documents shared. Unfortunately we are unable to confirm if information was removed from Facebook but family disengaged with any further communication with individual via social media.		29/05/2020
ISI/20/127	IC136441-F7J8	14/04/2020	Continue to monitor the impact of the incident when the children return to school. You should ensure you liaise with the school and implement appropriate safeguarding measures to reduce the risk of detriment. You should review your access controls and limit employees' access only to information relating to their job roles. Reminder to all staff regarding policies on accessing personal data and their obligations under the GDPR. Continue your HR investigations with the staff member involved to determine appropriate action.	School were advised by the Social Worker of the situation and were asked to closely monitor the child that attends this school. Child moved to secondary school in September 2020. Social worker completed a piece of work with the children to create a safety plan with them both should they feel worried or be approached by mothers ex partner. Team were reminded that they should only access case files relating to the work that they are doing. Ongoing training and awareness regarding GDPR		30/09/2020
ISI/20/135	IC-37043-B2L1	09/04/2020	Ensure that appropriate security checks are carried out prior to sending correspondence Password protect documents that include the data of multiple data subjects as an extra form of security.	The entire function will be reminded of the correct process to follow. A procedure note is being designed for all team members to adhere to.		
ISI/20/083	IC-34793-G3R2	10/03/2020	Remind the incorrect email recipient of the importance of returning or destroying the personal data they received in error; Ensure robust process in place, which requires staff to perform a mandatory check of any data leaving your organisation Use this incident, suitably redacted, as practical example within future staff data protection training.	Sent s170 letter to incorrect recipient and subsequently received confirmation that the email had been deleted on 19th February 2020. Data breach was discussed as an agenda item at the SEN team meeting on 24th April to ensure all staff understand their responsibilities.		
ISI/20/026	IC-32710-N0C5	04/02/2020	Ensuring that staff are aware of the correct procedures for dealing with the personal information they process Double check recipient details Disable any autosuggest email software Use password protection/encryption Obtain a written undertaking that the information has been deleted Monitor data subject for a period of time for detriment Role specific data protection refresher training using this breach, suitably redacted as example	Manager arranged discussion around data breaches in group supervision to collectively decide how best to protect each other and the team from these errors in future.		
ISI/19/548	IC-30123-H4V4	18/12/2019	Take further steps to recover compromised data Introduce written procedure on naming & storing of records Review Information Access policies and check this is not isolated incident.	Further attempts to recover unredacted data for redacted data undertaken Already have file naming conventions in Information Management Manual IG Policies reviewed in November/December		19/12/2019
ISI/19/420	IC-24540-J3H7	23/10/2019	Using recorded or signed for delivery to check receipt of documentation Implement a double checking procedure before sending information out	<a href="#">see Information Security Good Practice Guidance</a>		23/10/2019



ACTIONS ARISING FROM ICO INVESTIGATIONS

KCC reference	ICO reference	Decision Date	Recommendations/actions required by ICO	Action taken	Target date (if applicable)	Date completed
ISI/19/342	IC-20127-P9G1	02/08/2019	Review double checking process in relation to issuing correspondence to recipients as part of your internal assessment; Communicate amongst staff the importance of data security Review the content of data protection training and frequency of refresher training (recommends annually)			
ISI/19/259	IC-16433-L9T8	29/06/2019	Explain to recipient of data it should not be disclosed to 3rd parties Provide support to data subjects affected Review data protection training and ensure it is specific to role			
ISI/19/210	IC-15432-L9H7	20/06/2019	Ensure that there is a robust checking process in place for checking email addresses Get confirmation that the misrouted email deleted Refresher training is carried out annually.			
ISI/19/169	IC-13726-L5C8	16/05/2019	Ensure compliance with breach reporting procedures (must be completed within 72 hours)			
ISI/19/186	IC-13906-K5B3	16/05/2019	Review the way adoption records are stored - consider converting these records into an electronic format that can be remotely backed up. Offer data subjects advice and assistance on alternative ways of accessing this information.			
Alleged breach	RFA0804194	07/05/2019	Consider contacting the recipient of the minutes directly in order to confirm their address before sending any relevant correspondence, especially in situations like these where a delay has occurred.			
ISI/19/158	IC-12800-Z9Z7	04/05/2019	Review your policies and procedures to ensure that you have an adequate checking process in place when personal information is being sent out to recipients. When conducting bulk mailing, consider the use of random quality checks to ensure letters are addressed and enclosed correctly. Review your staff data protection training which should be role specific and contain practical examples.			
ISI/19/090	IC-09727-L0B9	08/03/2019	Implement self-suggested remedial measures ASAP!	Apprentices will not be given tasks to complete that is above their responsibility or skill level Future e-mails to mailing lists will be completed using mail merge. This will ensure that everyone receives a single e-mail addressed only to them. A thorough guide will be written to explain the mail merge process step-by-step. Until this is written, tested and in-place no further communications will be sent to the mailing list. Processes in all other Business Support teams will be reviewed to identify any other mailing lists that are in use and ensure the process is consistent and robust across the county		15/03/2019
ISI/18/338	COM0790805	12/02/2019	Review policies and procedures around the transporting of data outside of your organisation to ensure that all staff take appropriately secure and robust measures to protect personal data. You should also ensure that staff have sufficient practical guidance in how to best adhere to these policies	Article about information security incidents, dos and don'ts (including is information going to the right people), pointer to data breach policy and mandatory training reminder circulated to all staff via Knet/Kmail		07/03/2019
ISI/18/226	COM0769072	15/01/2019	Investigate the causes of this incident Remind staff to double-check email recipients before sending emails Review policies and procedures Review content of mandatory induction data protection training and also the frequency of refresher training	Article about information security incidents, dos and don'ts (including is information going to the right people), pointer to data breach policy and mandatory training reminder circulated to all staff via Knet/Kmail		07/03/2019

ACTIONS ARISING FROM ICO INVESTIGATIONS

KCC reference	ICO reference	Decision Date	Recommendations/actions required by ICO	Action taken	Target date (if applicable)	Date completed
ISI/18/088	RFA0752787	22/11/2018	Review processes for communicating assessments, and provide individuals with information explaining how information provided to us will be processed.			Ongoing
ISI/18/175	COM0762887	20/11/2018	Review the security measures in place to ensure that personal data is safeguarded. This should help you to rule out in future whether a breach has in fact occurred	Article about information security incidents, dos and don'ts (including is information going to the right people), pointer to data breach policy and mandatory training reminder circulated to all staff via Knet/Kamil		07/03/2019
SAR/18/164	RFA0764058	19/10/2018	It is good practice to have a policy for recording details of the requests received, particularly those made by telephone or in person, it is also recommended that a log is kept of verbal requests.	Already do! Have always recorded pre-SARs since 2005!		Ongoing
ISI/18/115	RFA0769554	09/10/2018	Remind all staff to take extra due care and attention when updating records and sending correspondence by double checking addresses and only sending out relevant and appropriate information. Ensure staff attend mandatory training which is tested and refreshed regularly All policies and procedures are updated/revised to reflect new obligations under GDPR / DPA 2018	Reminder re mandatory refresher training circulated to all staff via Knet/Kamil		13/12/2018
ISI/18/364	RFA0792219	05/10/2018	Consider providing staff with refresher data protection training every 12 months	Face to face refresher training will be provided to team		08/10/2018
ISI/18/093	RFA0744834	14/08/2018	Remind all staff to take extra due care and attention when updating records and sending correspondence by double checking addresses and only sending out relevant and appropriate information. Provide staff with refresher data protection training every 12 months.	Reminder re GDPR responsibilities, IG pages on Knet, Records Management and mandatory refresher training circulated to all staff via Knet/Kamil (managers 13/9/18, staff 20/9/18)		20/09/2018
FOI/17/1283	FER0703951	26/04/2018	The ICO does not find any basis under the EIR upon which the Council can also apply VAT of £4.20.	Review stance of when to raise VAT		
SAR/18/045 (955533)	RFA0721080	09/04/2018	Going forward, KCC should ensure that employees in all departments are able to recognise a SAR and are aware of how to handle the request once it has been received.	SAR rights publicised via staff communications when new GDPR eLearning course formally launched		27/04/2018
ISI/18/015	COM0722833	03/03/2018	Recommend that all employees are reminded of their DPA obligations in line with the Information Management Manual to ensure ongoing compliance, and to ensure that all employees are up to date with their mandatory DPA training to prevent it from happening again	Reminder re GDPR responsibilities, IG pages on Knet, Records Management and mandatory refresher training circulated to all staff via Knet/Kamil (managers 13/9/18, staff 20/9/18)		Ongoing
N/A	RFA0710382	12/01/2018	Review the way in which data is published. It is important that individuals should not be identifiable when publishing low number statistics. The ICO has a code of practice for anonymization: <a href="https://ico.org.uk/media/for-organisations/documents/1061/anonymisation-code.pdf">https://ico.org.uk/media/for-organisations/documents/1061/anonymisation-code.pdf</a>	Numbers of less than 5 will be withheld in future for statistics where the demographic is specific or small (i.e.: school level) and individuals could be identified		30/01/2018
ISI/17/126	COM0702908	13/10/2017	Review your approach to staff training, ensuring they are aware of the current relevant procedures and policies in place.	Keeping data safe - reminder to managers re mandatory training and privacy notices via Knet/Kamil		23/11/2017
SAR/16/260	RFA0674275	23/05/2017	Review your data protection training to ensure all staff are fully aware of their responsibility to consider all personal data held when responding to subject access requests.	Inclusion of the following into mandatory DP eLearning module: 1. What is a SAR (and what legislation/regulation/policy does it come under) 2: If you are required to do them, where to learn more		24/07/2017

ACTIONS ARISING FROM ICO INVESTIGATIONS

<b>KCC reference</b>	<b>ICO reference</b>	<b>Decision Date</b>	<b>Recommendations/actions required by ICO</b>	<b>Action taken</b>	<b>Target date (if applicable)</b>	<b>Date completed</b>
<b>ISI/17/035</b>	RFA0670249	19/04/2017	1. A system or process where a request to update an address is kept on file so it will be easier to cross-reference correct and incorrect addresses, should an incident such as this occur again. 2. A double check procedure to ensure that when a request for an update of address is received by the council that the correct person's details are updated. 3. Further training to ensure that the council's processes and procedures are followed as it appears that these were not followed. <del>This also means that lessons can be learnt for the future.</del>	Manager to write to the incorrect address just to see whether they still have the information. Manager to investigate feasibility of a double checking process		20/08/2017
<b>ISI/16/150</b>	COM0649113	15/02/2017	1. Complete any outstanding actions from the ICO audit recommendations 2. That any learning from incidents is cascaded to all KCC 3. Dip sampling compliance with DP policies and procedures, particularly in high risk areas 4. Ensure ALL staff (including agency and temporary) are aware of KCC's requirements re handling personal data			Ongoing
<b>SAR/16/054</b> <b>SAR/16/125</b>	RFA0627979 RFA0636109	16/09/2016	Produce action plan explaining the steps KCC intend to take to prevent this situation from happening again including: • Whether their policies and procedures for accessing employee data are robust enough • Whether staff are trained appropriately in order to make decisions in this area	Action plan to ICO 14/10/16. Evidence that action completed (updated guidance on conducting investigations on members of staff uploaded on Knet) to ICO 31/3/17		31/03/2017
<b>CFE006455</b>	RFA06200424	17/08/2016	Installation of CCTV signage at Denton Centre, Gravesend	Signage installed		16/09/2016
<b>ISI/16/032</b>	COM0622730	12/08/2016	1. Consider introducing a peer check of documentation that may be viewed by clients e.g. assessment forms, when they contain very sensitive information. 2. Consider using this incident, or similar, as an example in awareness campaigns or training and refresher training sessions. 3. Ensure that any remaining outstanding recommendations from the ICO audit which are not complete are followed up as a priority.			
<b>SAR/15/225</b>	RFA0606557 ENQ0612496	02/02/2016	Monitoring performance in dealing with SARs particularly SARs for social care records over next 6 months.	Performance statistics provided to ICO 4/12/15 & 24/2/16.		17/03/2016
<b>SAR/14/289</b>	RFA0600815 ENQ0612496	15/01/2016	Monitoring performance in dealing with SARs particularly SARs for social care records over next 6 months.	Performance statistics provided to ICO 4/12/15 & 24/2/16.		17/03/2016
<b>ISI/14/014</b>	RFA0533894 ENF0532779	13/04/2015	Invite to participate in consensual DP audit week commencing 27/10/15	ICO's Final Report published 12/2/16 - outcome "Reasonable Assurance"		12/02/2016