



Portsmouth
CITY COUNCIL

**Data Security Incident Report
September 2023 to February 2024**

Executive Summary

This report has been prepared to provide an update on data breach incidents for the period Friday September 1 2023 to Friday February 9 2024.

Clear guidance is provided to staff, via training and Policy Hub, regarding what constitutes a data breach and the steps they should take when a potential data breach is identified.

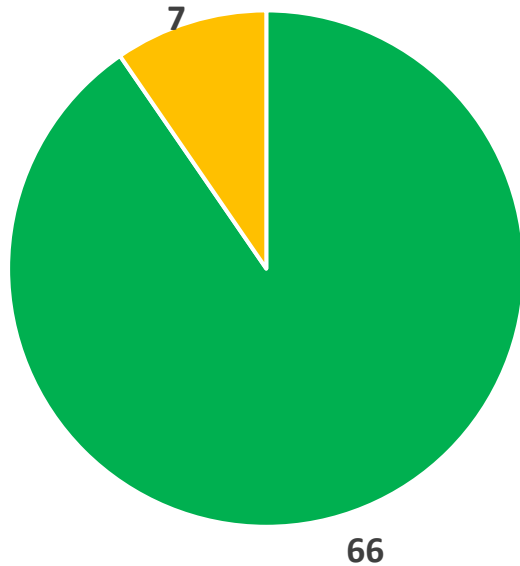
The Council's response to potential data breaches is managed by a central team, following the stages summarised below:

- Notification to central team.
- Initial assessment by central team.
- Escalation to the Senior Information Risk Owner - SIRO (Chief Internal Auditor) if necessary; this may lead to the Information Commissioner (ICO) being notified, dependent on the severity of the incident.
- Remedial action, for example corrective action, training, revised processes and potential disciplinary action.

Overall there have been 73 data breaches, 66 being notified to the central team in under 72 hours and 0 requiring notification to the ICO.

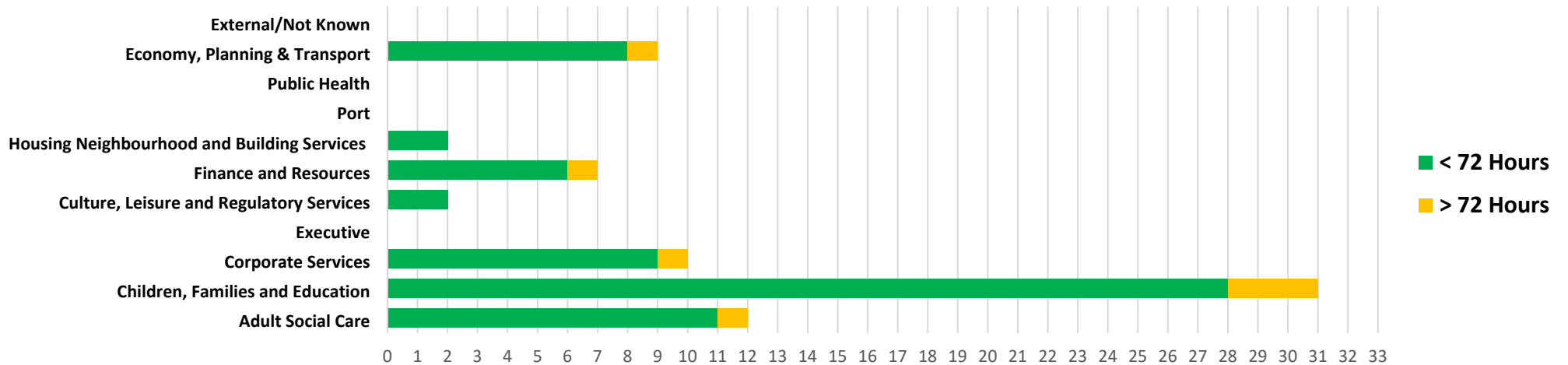
A detailed breakdown of data breaches summarised herein is provided at the end of the report.

Response Time

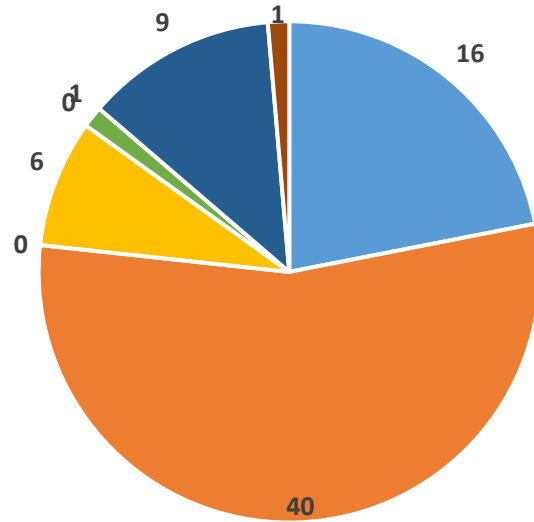


	< 72 hours	> 72 hours	TOTAL
Adult Social Care	11	1	12
Children, Families and Education	28	3	31
Corporate Services	9	1	10
Executive	0	0	0
Culture, Leisure and Regulatory Services	2	0	2
Finance and Resources	6	1	7
Housing Neighbourhood and Building Services	2	0	2
Port	0	0	0
Public Health	0	0	0
Economy, Planning & Transport	8	1	9
External/Not Known	0	0	0
TOTAL	66	7	73

Response time is the time taken for the central team to be notified by the service within which the breach has taken place. ICO guidance is that this should take place within a maximum 72-hour timeframe.

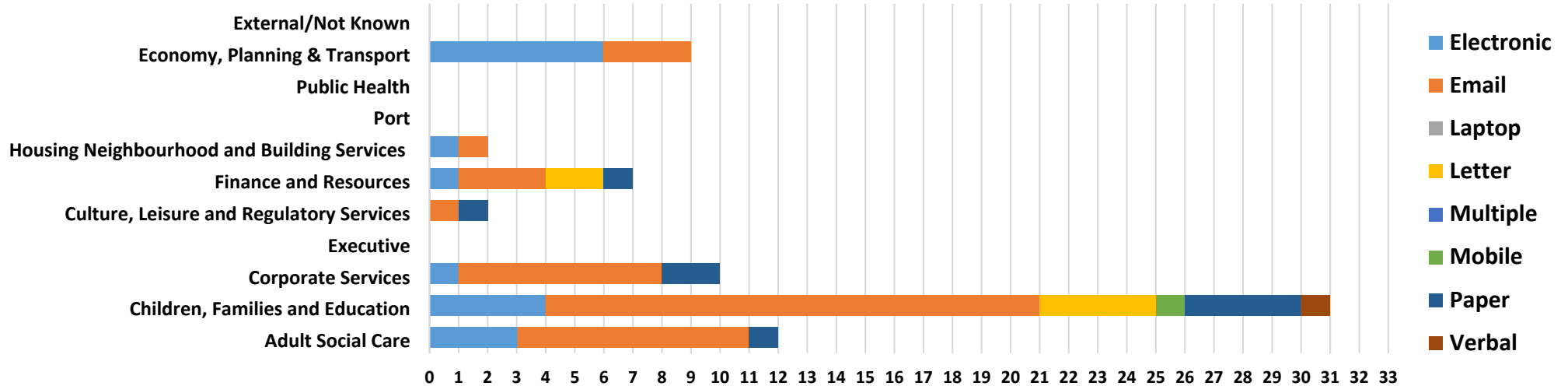


Medium

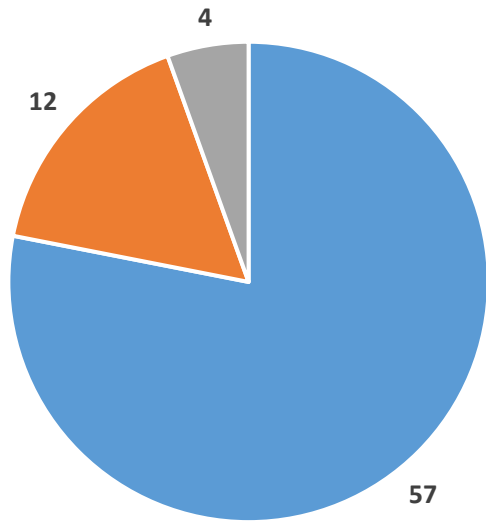


	Electronic	Email	Laptop	Letter	Multiple	Mobile	Paper	Verbal	TOTAL
Adult Social Care	3	8	0	0	0	0	1	0	12
Children, Families and Education	4	17	0	4	0	1	4	1	31
Corporate Services	1	7	0	0	0	0	2	0	10
Executive	0	0	0	0	0	0	0	0	0
Culture, Leisure and Regulatory Services	0	1	0	0	0	0	1	0	2
Finance and Resources	1	3	0	2	0	0	1	0	7
Housing Neighbourhood and Building Services	1	1	0	0	0	0	0	0	2
Port	0	0	0	0	0	0	0	0	0
Public Health	0	0	0	0	0	0	0	0	0
Economy, Planning & Transport	6	3	0	0	0	0	0	0	9
External/Not Known	0	0	0	0	0	0	0	0	0
TOTAL	16	40	0	6	0	1	9	1	73

These refer to the format in which the data breach occurred. Often data breaches can occur across multiple mediums. Where this is the case data breaches are recorded against 'multiple' on this page, with more detail provided on the detail summary, towards the back of this report.

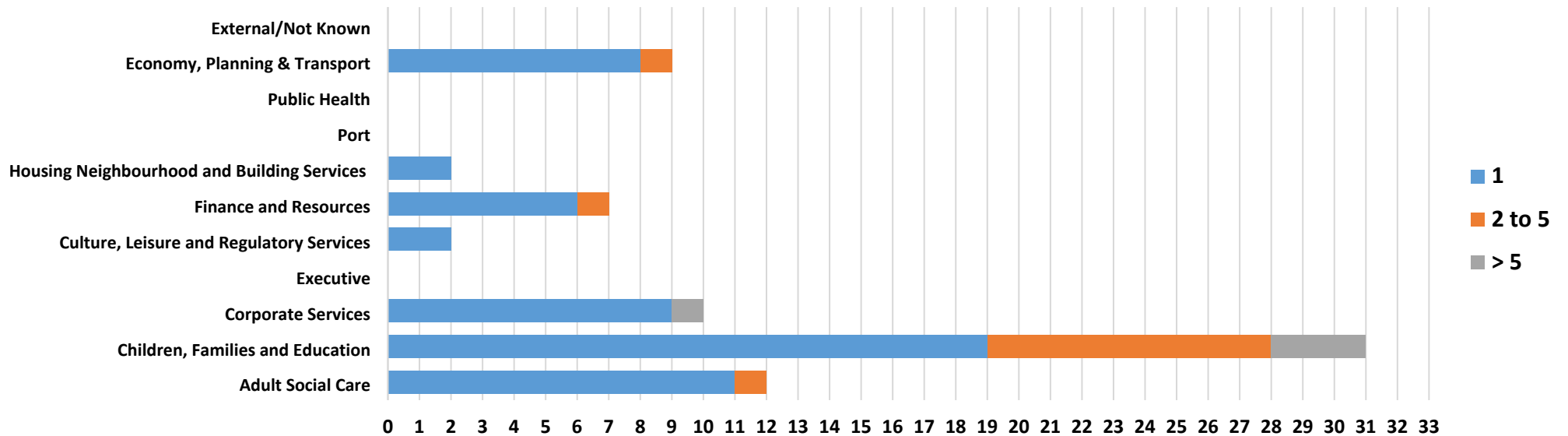


Number Impacted

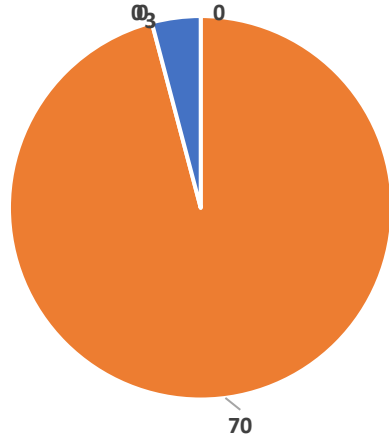


	1	2 to 5	> 5	TOTAL
Adult Social Care	11	1	0	12
Children, Families and Education	19	9	3	31
Corporate Services	9	0	1	10
Executive	0	0	0	0
Culture, Leisure and Regulatory Services	2	0	0	2
Finance and Resources	6	1	0	7
Housing Neighbourhood and Building Services	2	0	0	2
Port	0	0	0	0
Public Health	0	0	0	0
Economy, Planning & Transport	8	1	0	9
External/Not Known	0	0	0	0
TOTAL	57	12	4	73

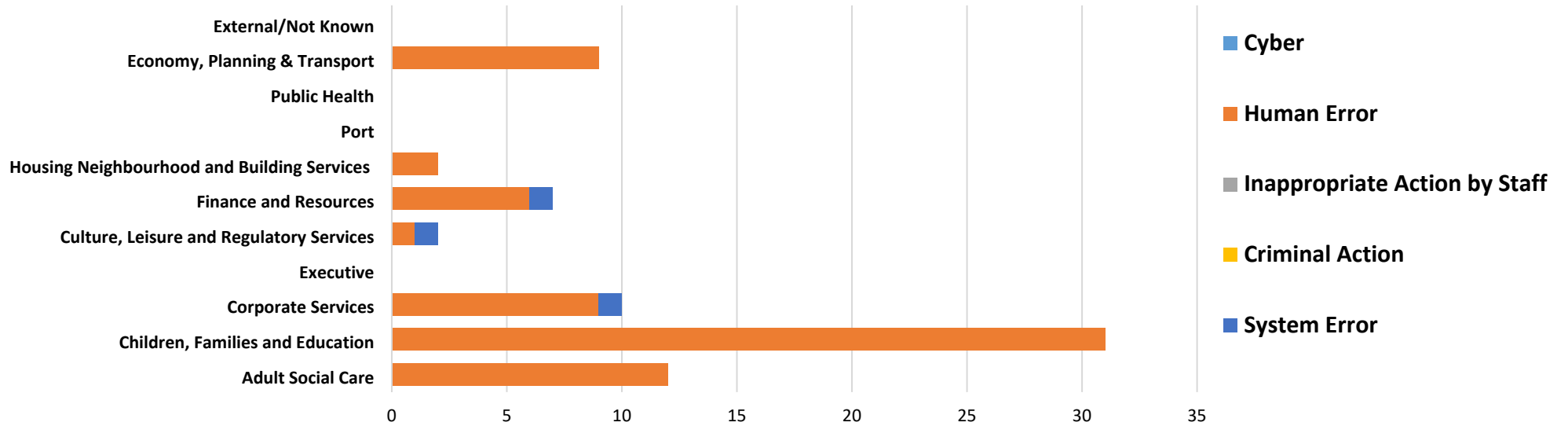
Totals refer to the number of individuals either confirmed or likely to have been impacted.



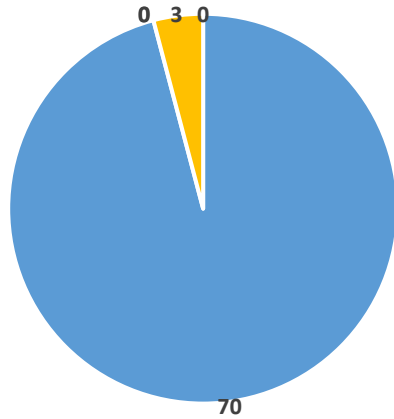
Root Cause



	Cyber	Human Error	Inappropriate Action by Staff	Criminal Action	System Error	TOTAL
Adult Social Care	0	12	0	0	0	12
Children, Families and Education	0	31	0	0	0	31
Corporate Services	0	9	0	0	1	10
Executive	0	0	0	0	0	0
Culture, Leisure and Regulatory Services	0	1	0	0	1	2
Finance and Resources	0	6	0	0	1	7
Housing Neighbourhood and Building Services	0	2	0	0	0	2
Port	0	0	0	0	0	0
Public Health	0	0	0	0	0	0
Economy, Planning & Transport	0	9	0	0	0	9
External/Not Known	0	0	0	0	0	0
TOTAL	0	70	0	0	3	73

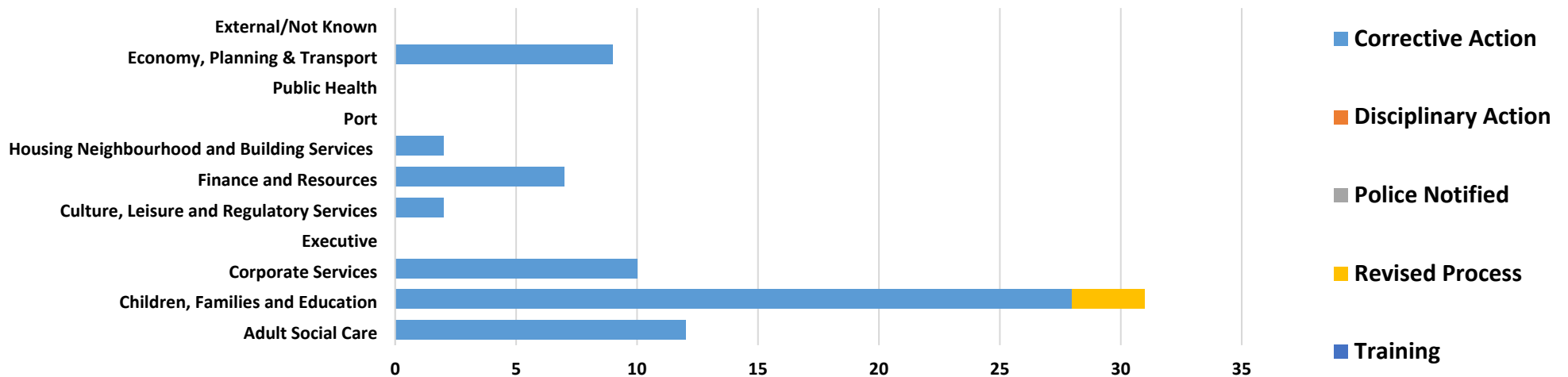


Action Taken



	Corrective Action	Disciplinary	Police Notified	Revised Process	Training	TOTAL
Adult Social Care	12	0	0	0	0	12
Children, Families and Education	28	0	0	3	0	31
Corporate Services	10	0	0	0	0	10
Executive	0	0	0	0	0	0
Culture, Leisure and Regulatory Services	2	0	0	0	0	2
Finance and Resources	7	0	0	0	0	7
Housing Neighbourhood and Building Services	2	0	0	0	0	2
Port	0	0	0	0	0	0
Public Health	0	0	0	0	0	0
Economy, Planning & Transport	9	0	0	0	0	9
External/Not Known	0	0	0	0	0	0
TOTAL	70	0	0	3	0	73

Apologies are routinely given, to data subject(s) and to others adversely impacted by data breaches.



Data Breaches Summary

Reference	Report within 72 Hrs	Directorate	Summary	Root Cause	Action Taken
DB2023089	Y	Children, Families and Education	3 Police Person Notifications sent to wrong schools as details not updated on Mosaic	Human Error	Corrective Action
DB2023090	Y	Children, Families and Education	Information in response to a LADO enquiry provided to employer about the wrong employee - individual had the same name and job title as the subject of the investigation	Human Error	Corrective Action
DB2023091	y	Corporate Services	Education Appeals paperwork sent to incorrect school	Human Error	Corrective Action
DB2023092	N	Corporate Services	Care Proceedings paperwork included paperwork relating to another child. Envelope not opened	Human Error	Corrective Action
DB2023093	Y	Regeneration	Incorrect vehicle registration mark input into system for parking PCN so incorrect details sought from DVLA	Human Error	Corrective Action
DB2023094	Y	Children, Families and Education	Details of missing young person recorded on incorrect child's record.	Human Error	Corrective Action
DB2023095	Y	Culture, Leisure and Regulatory Services	Document printed by a member of the public arrived at a printer at a different location in error	System Error	Corrective Action

DB2023096	Y	Children, Families and Education	Review form sent to officer to complete contained details of another child	Human Error	Corrective Action
DB2023097	Y	Finance and Resources	Email sent to wrong officer	Human Error	Corrective Action
DB2023098	Y	Finance and Resources	Housing Benefit overpayment letter sent to incorrect address	Human Error	Corrective Action
DB2023099	Y	Children, Families and Education	Text message sent to multiple recipients so that telephone numbers were visible to all in error	Human Error	Corrective Action
DB2023100	Y	Children, Families and Education	Court bundle in Childcare proceedings contained former foster carer's address in error	Human Error	Corrective Action
DB2023101	N	Children, Families and Education	Email sent to wrong officer in PCC with same name	Human Error	Corrective Action
DB2023102	Y	Children, Families and Education	Personal development review uploaded to wrong staff member's file in Fusion	Human Error	Corrective Action
DB2023103	Y	Children, Families and Education	Consent form sent to wrong parent	Human Error	Corrective Action
DB2023104	Y	Regeneration	Refund receipt sent to wrong person	Human Error	Corrective Action
DB2023105	Y	Children, Families and Education	School transition form sent to school, social worker & foster carer containing details of another child.	Human Error	Corrective Action
DB2023106	Y	Corporate Services	Email relating to member of staff's sickness absence sent to wrong manager	Human Error	Corrective Action

DB2023107	Y	Corporate Services	Email recipient not blind copied into email so addresses visible to all	Human Error	Corrective Action
DB2023108	Y	Children, Families and Education	Lost PCC mobile phone (PIN Protected)	Human Error	Corrective Action
DB2023109	Y	Finance and Resources	Incorrect permissions set on folders that were migrated to Sharepoint from the W Drive	System Error	Corrective Action
DB2023110	Y	Children, Families and Education	Email sent to wrong recipient	Human Error	Corrective Action
DB2023111	N	Finance and Resources	Email sent to wrong email address - name spelt incorrectly	Human Error	Corrective Action
DB2023112	Y	Corporate Services	Email recipients not blind copied into email so addresses visible to all	Human Error	Corrective Action
DB2023113	Y	Corporate Services	Tenancy Agreement for incorrect complainant sent to Housing Ombudsman Service.	Human Error	Corrective Action
DB2023114	Y	Children, Families and Education	Letter sent to referee with wrong applicants' details on	Human Error	Corrective Action
DB2023115	Y	Children, Families and Education	Court Bundle in Childcare proceedings contained former information about a different family in error	Human Error	Corrective Action
DB2023116	Y	Finance and Resources	2 letters inserted into an envelope resulting in an incorrect letter being sent to a resident.	Human Error	Corrective Action
DB2023117	Y	Children, Families and Education	Police Notice sent to wrong school as details not updated correctly on Mosaic	Human Error	Corrective Action

DB2023118	Y	Regeneration	Email sent to officer confirming grant funding contained wrong address	Human Error	Corrective Action
DB2023119	Y	Children, Families and Education	Police Notice sent to wrong school as details not updated correctly on Mosaic	Human Error	Corrective Action
DB2023120	Y	Regeneration	Incorrect registration number entered be Civil Enforcement Officer when issuing PCN so wrong driver details received from DVLA	Human Error	Corrective Action
DB2023121	Y	Regeneration	Pre-application planning acknowledgement sent to wrong email address	Human Error	Corrective Action
DB2023122	Y	Finance and Resources	Incorrect names put on council tax demand	Human Error	Corrective Action
DB2023123	Y	Children, Families and Education	Form sent to school containing information relating to wrong pupil.	Human Error	Corrective Action
DB2023124	Y	Finance and Resources	P45 sent to wrong school	Human Error	Corrective Action
DB2023125	Y	Children, Families and Education	Allegation of information from Child Protection Meeting shared unlawfully with another related party	Human Error	Revised Process
DB2023126	Y	Children, Families and Education	Social Worker's report relating to wrong child sent to solicitor.	Human Error	Corrective Action
DB2023127	Y	Regeneration	Incorrect penalty charge notice (PCN) details sent to the DVLA	Human Error	Corrective Action
DB2023128	Y	Regeneration	Incorrect penalty charge notice (PCN) details sent to the DVLA	Human Error	Corrective Action
DB2023001	Y	Corporate Services	Job Offer emailed to the wrong person	Human Error	Corrective Action

DB2024002	Y	Children, Families and Education	Telephone number obtained from NHS record was incorrect and conversation had with wrong person	Human Error	Revised Process
DB2024003	Y	Regeneration	Incorrect registration numbers entered by Civil Enforcement Officers so DVLA provided owner details of wrong vehicles	Human Error	Corrective Action
DB2024004	Y	Children, Families and Education	Email about a child sent to wrong SENCO	Human Error	Corrective Action
DB2024005	N	Children, Families and Education	PCC Mobile Phone lost somewhere in officer's home	Human Error	Corrective Action
DB2024006	Y	Corporate Services	Email relating to maternity leave dates sent to wrong school - member of staff's secondment at another school not noted on Fusion	Human Error	Corrective Action
DB2024007	N	Children, Families and Education	Childrens Social Care Closure letter sent to wrong person as incorrectly linked on Mosaic	Human Error	Corrective Action
DB2024008	Y	Children, Families and Education	Email sent to incorrect internal distribution list within Childrens' Social Care	Human Error	Corrective Action
DB2024009	Y	Corporate Services	Error in Fusion resulted in interview invitations appearing in the wrong officer's calendar	System Error	Corrective Action
DB2024010	Y	Housing Neighbourhood and Building Services	Email sent to wrong person relating to household support fund	Human Error	Corrective Action
DB2024011	Y	Children, Families and Education	Form relating to Foster Care sent to wrong carer	Human Error	Corrective Action
DB2024012	Y	Children, Families and Education	Meeting invitation sent to wrong person - recipient had the same name as the correct recipient	Human Error	Corrective Action

DB2024013	Y	Children, Families and Education	Name of an unrelated child left on child assessment form	Human Error	Corrective Action
DB2024014	Y	Children, Families and Education	Email relating to family support plan copied in to wrong person	Human Error	Corrective Action
DB2024015	Y	Children, Families and Education	Email sent to wrong internal CSC team	Human Error	Corrective Action
DB2024016	Y	Children, Families and Education	Community Funding Application left on desk but found immediately by member of staff	Human Error	Corrective Action
DB2024017	N	Regeneration	Incorrect VRM entered into database to obtain driver details to issue parking PCN - numberplate was unclear	Human Error	Corrective Action
DB2024019	Y	Children, Families and Education	Invitation to meeting sent to incorrect school as child's information incorrect on mosaic	Human Error	Corrective Action
DB2024020	Y	Culture, Leisure and Regulatory Services	Email sent to incorrect recipient	Human Error	Corrective Action
17.10.2023	Y	Adult Social Care	Email sent to incorrect recipient	Human Error	Corrective Action
18.10.2023	Y	Adult Social Care	Staff member copied an email onto a patient record containing another service user's name	Human Error	Corrective Action
19.10.2023	Y	Adult Social Care	Social worker sent an email to Children's MASH instead of adults MASH	Human Error	Corrective Action

20.12.2023	Y	Adult Social Care	Email was sent to the wrong email address internally.	Human Error	Corrective Action
21.12.2023	Y	Adult Social Care	Social worker sent email to incorrect recipient	Human Error	Corrective Action
22.12.2023	N	Adult Social Care	Social worker sent email to incorrect recipient	Human Error	Corrective Action
23.12.2023	Y	Adult Social Care	Staff member sent email to incorrect recipient.	Human Error	Corrective Action
24.12.2023	Y	Adult Social Care	Social worker made an entry on System1 under an incorrect client	Human Error	Corrective Action
25.12.2023	Y	Adult Social Care	Social worker made an entry on System1 under an incorrect client	Human Error	Corrective Action
01.01.2024	Y	Adult Social Care	Staff member sent a populated form instead of a blank one to a voluntary organisation	Human Error	Corrective Action
02.01.2024	Y	Adult Social Care	Staff member sent an email to an incorrect recipient	Human Error	Corrective Action

Glossary

Information Commissioner's Office (ICO)

The Information Commissioner's Office is a non-departmental public body which reports directly to the United Kingdom Parliament and is sponsored by the Department for Digital, Culture, Media and Sport. Its role is to uphold information rights in the public interest.

<https://ico.org.uk/>

Response time/Notifying the ICO of Data Breaches

The ICO needs to be notified of more serious data breaches. A self-assessment is available on the ICO's website, to identify if it needs to be notified of a data breach. This needs to be done within 72 hours, which is the key response metric monitored by the internal team.

<https://ico.org.uk/for-organisations/report-a-breach/personal-data-breach-assessment/>

Medium

This is the format of the information constituting the data breach. In the summary graph towards the beginning of the report where a breach occurs in multiple formats this is categorised as 'multiple'; more detail is provided in the comments column of the data breaches detail page within this report.

Number Impacted

This is the number of individuals whose personal information was potentially compromised through a data breach.

Root Cause

The categories of root cause are based on guidance for the NHS Security Toolkit; this is widely used across the public sector, to assess arrangements against good practice.

Action Taken

These are the primary actions taken to respond to/rectify a data breach; all breaches result in an apology to those impacted.