



Portsmouth
CITY COUNCIL

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

Executive Summary

This report has been prepared to provide an update on data breach incidents for the period Monday 12 February 2024 to Friday 13 September 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.

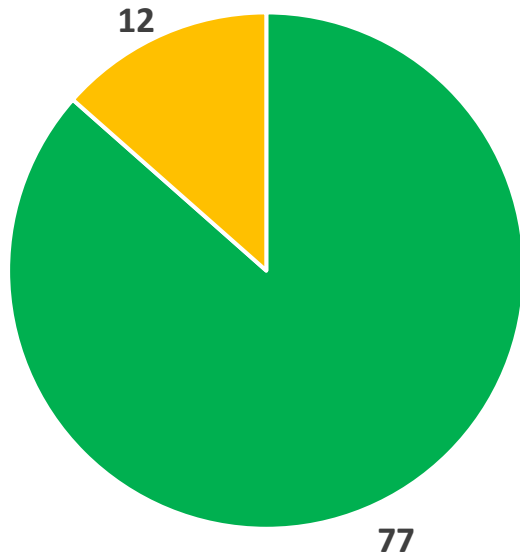
The Council's response to potential data breaches is managed by a central team, following the stages summarised below:

- 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 89 data breaches, 77 being notified to the central team in under 72 hours and 0 requiring notification to the ICO.

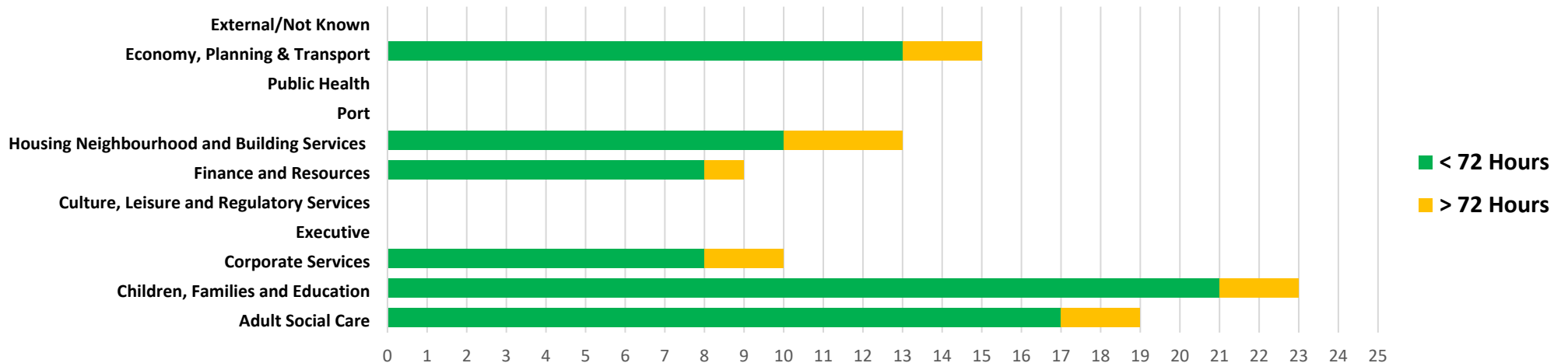
A detailed breakdown of data breaches summarised herein is provided at the end of the report.

Response Time

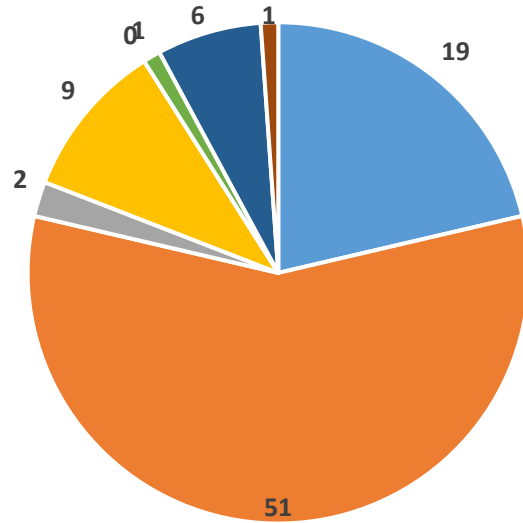


	< 72 hours	> 72 hours	TOTAL
Adult Social Care	17	2	19
Children, Families and Education	21	2	23
Corporate Services	8	2	10
Executive	0	0	0
Culture, Leisure and Regulatory Services	0	0	0
Finance and Resources	8	1	9
Housing Neighbourhood and Building Services	10	3	13
Port	0	0	0
Public Health	0	0	0
Economy, Planning & Transport	13	2	15
External/Not Known	0	0	0
TOTAL	77	12	89

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.

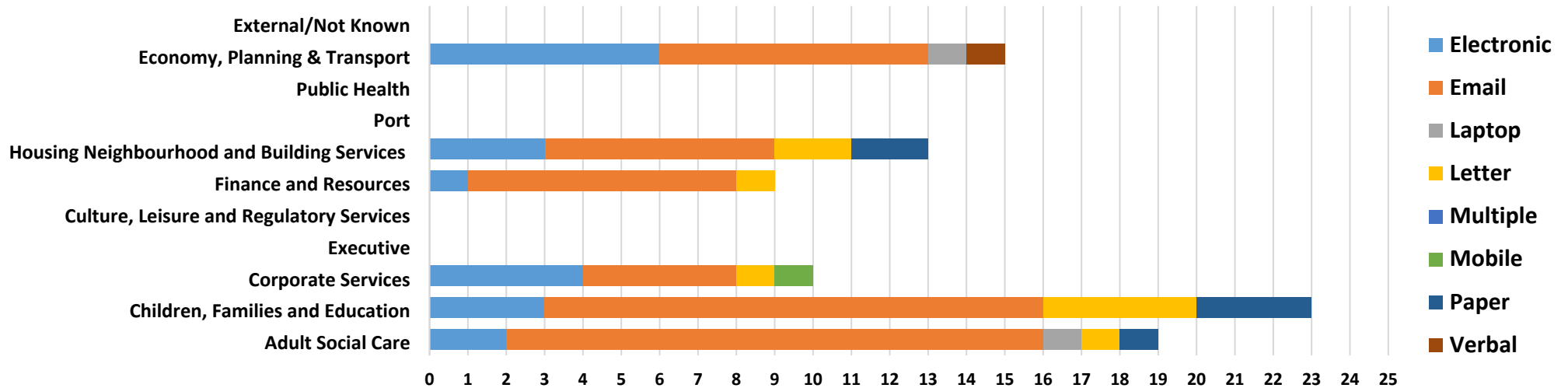


Medium

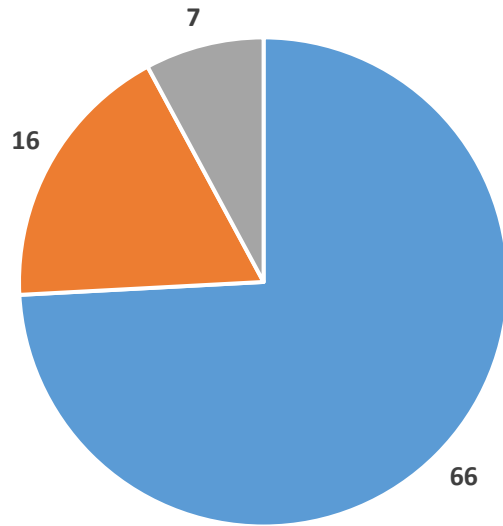


	Electronic	Email	Laptop	Letter	Multiple	Mobile	Paper	Verbal	TOTAL
Adult Social Care	2	14	1	1	0	0	1	0	19
Children, Families and Education	3	13	0	4	0	0	3	0	23
Corporate Services	4	4	0	1	0	1	0	0	10
Executive	0	0	0	0	0	0	0	0	0
Culture, Leisure and Regulatory Services	0	0	0	0	0	0	0	0	0
Finance and Resources	1	7	0	1	0	0	0	0	9
Housing Neighbourhood and Building Services	3	6	0	2	0	0	2	0	13
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	7	1	0	0	0	0	1	15
External/Not Known	0	0	0	0	0	0	0	0	0
TOTAL	19	51	2	9	0	1	6	1	89

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.

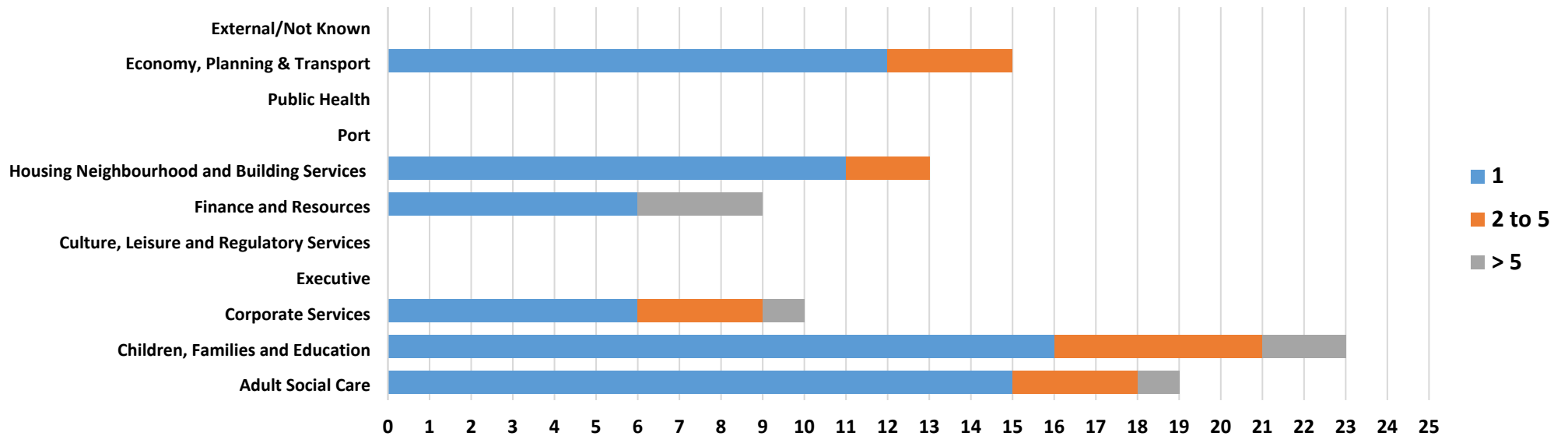


Number Impacted

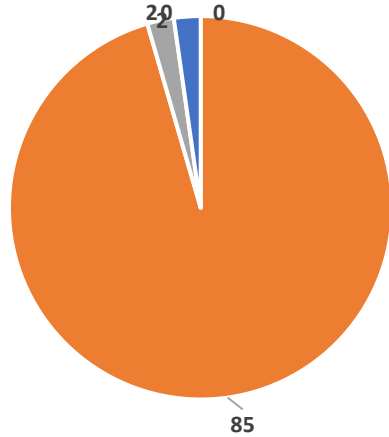


	1	2 to 5	> 5	TOTAL
Adult Social Care	15	3	1	19
Children, Families and Education	16	5	2	23
Corporate Services	6	3	1	10
Executive	0	0	0	0
Culture, Leisure and Regulatory Services	0	0	0	0
Finance and Resources	6	0	3	9
Housing Neighbourhood and Building Services	11	2	0	13
Port	0	0	0	0
Public Health	0	0	0	0
Economy, Planning & Transport	12	3	0	15
External/Not Known	0	0	0	0
TOTAL	66	16	7	89

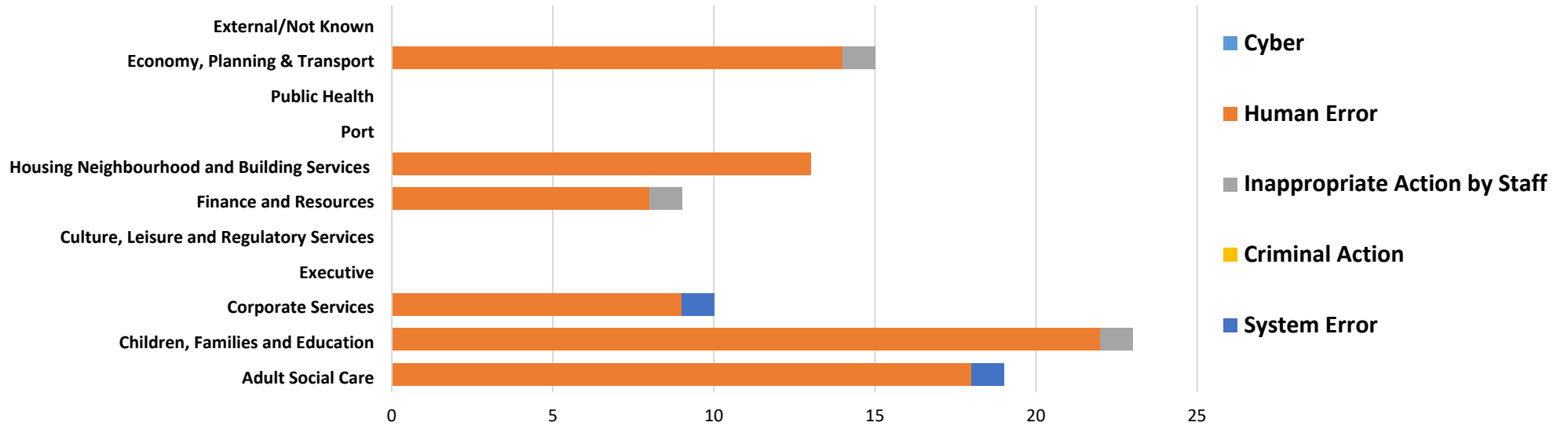
Totals refer to the number of individuals either confirmed or likely to have been impacted.



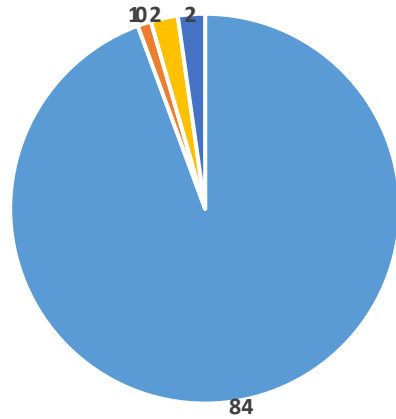
Root Cause



	Cyber	Human Error	Inappropriate Action by Staff	Criminal Action	System Error	TOTAL
Adult Social Care	0	18	0	0	1	19
Children, Families and Education	0	23	0	0	0	23
Corporate Services	0	9	0	0	1	10
Executive	0	0	0	0	0	0
Culture, Leisure and Regulatory Services	0	0	0	0	0	0
Finance and Resources	0	8	1	0	0	9
Housing Neighbourhood and Building Services	0	13	0	0	0	13
Port	0	0	0	0	0	0
Public Health	0	0	0	0	0	0
Economy, Planning & Transport	0	14	1	0	0	15
External/Not Known	0	0	0	0	0	0
TOTAL	0	85	2	0	2	89

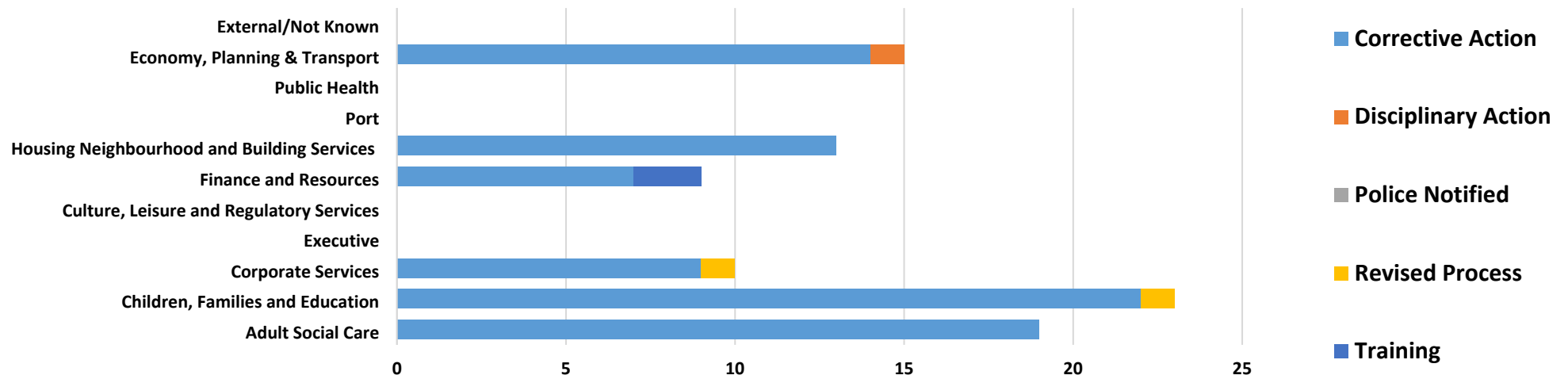


Action Taken



	Corrective Action	Disciplinary	Police Notified	Revised Process	Training	TOTAL
Adult Social Care	19	0	0	0	0	19
Children, Families and Education	22	0	0	1	0	23
Corporate Services	9	0	0	1	0	10
Executive	0	0	0	0	0	0
Culture, Leisure and Regulatory Services	0	0	0	0	0	0
Finance and Resources	7	0	0	0	2	9
Housing Neighbourhood and Building Services	13	0	0	0	0	13
Port	0	0	0	0	0	0
Public Health	0	0	0	0	0	0
Economy, Planning & Transport	14	1	0	0	0	15
External/Not Known	0	0	0	0	0	0
TOTAL	84	1	0	2	2	89

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



Data Breaches Summary

Reference	Reported within 72 hours	Directorate	Summary	Root Cause	Action Taken
DB2024024	Y	Executive	Email sent to wrong person	Human Error	Corrective Action
DB2024023	Y	Regeneration	Wrong VRM number entered on PCN leading to wrong vehicle check being carried out on DVLA portal	Human Error	Corrective Action
DB2024021	Y	Children, Families and Education	Email sent to the wrong person	Human Error	Corrective Action
DB2024022	Y	Regeneration	Wrong VRM number entered on PCN leading to wrong vehicle check being carried out on DVLA portal	Human Error	Corrective Action
DB2024025	Y	Children, Families and Education	Email address in subject line instead of using BCC	Human Error	Corrective Action
DB2024077	Y	Housing Neighbourhood and Building Services	Household support fund decision email sent to wrong person	Human Error	Corrective Action
DB2024078	Y	Children, Families and Education	Letter sent to birth parent of child rather than special guardian	Human Error	Corrective Action
DB2024072	Y	Children, Families and Education	Letter sent to wrong parent's address	Human Error	Corrective Action
DB2024071	Y	Economy, Transport and Planning	Email sent to wrong email address - name very similar	Human Error	Corrective Action
DB2024026	Y	Housing Neighbourhood and Building Services	Letter hand delivered to wrong address	Human Error	Corrective Action

DB2024027	Y	Regeneration	Wrong VRM number entered on PCN leading to wrong vehicle check being carried out on DVLA portal	Human Error	Corrective Action
DB2024074	Y	Housing Neighbourhood and Building Services	Two circulars included in one envelope in error	Human Error	Corrective Action
DB2024075	Y	Corporate Services	Email sent to old internal distribution list - some officers no longer needed to be on list	Human Error	Corrective Action
DB2024031	Y	Finance and Resources	Incorrect BACS file sent to recipient.	Human Error	Corrective Action
DB2024032	Y	Finance and Resources	Annual council tax statement sent to wrong address	Human Error	Corrective Action
DB2024030	Y	Children, Families and Education	Completed form sent to foster carer instead of a blank one as intended	Human Error	Revised Process
DB2024028	Y	Children, Families and Education	Completed referral form sent to nursery school manager instead of a blank one as intended	Human Error	Corrective Action

DB2024029	Y	Adult Social Care	Member of staff used PCC phone and laptop for personal use.	Inappropriate Action by Staff	Disciplinary Action
DB2024034	Y	Adult Social Care	PCC's supplier was the victim of a cyber attack	Cyber	Corrective Action
DB2024038	Y	Finance and Resources	Password reset on fusion completed on incorrect account, allowing staff member access to another officer's account.	Human Error	Corrective Action
DB2024035	Y	Children, Families and Education	Meeting minutes sent to Grandparents of child in error	Human Error	Corrective Action
DB2024033	Y	Regeneration	Wrong VRM number entered on PCN leading to wrong vehicle check being carried out on DVLA portal	Human Error	Corrective Action
DB2024039	Y	Corporate Services	Personal email address uploaded to Vivup in error	Human Error	Corrective Action
DB2024042	Y	Children, Families and Education	Email sent to wrong person	Human Error	Corrective Action
DB2024036	Y	Children, Families and Education	Email sent to wrong person	Human Error	Corrective Action
DB2024037	Y	Children, Families and Education	Completed form sent to school instead of a blank one as intended	Human Error	Corrective Action
DB2024043	Y	Housing Neighbourhood and Building Services	Internal email sent to wrong shared mailbox	Human Error	Corrective Action

DB2024045	Y	Regeneration	Wrong VRM number entered on PCN leading to wrong vehicle check being carried out on DVLA portal	Human Error	Corrective Action
DB2024044	Y	Finance and Resources	Email attachment sent to wrong person	Human Error	Corrective Action
DB2024041	N	Corporate Services	Lost Mobile Phone	Human Error	Corrective Action
DB2024040	Y	Children, Families and Education	Record of contact with a child sent to wrong family	Human Error	Corrective Action
DB2024046	Y	Finance and Resources	Payroll information sent to internal recipient relating to other employees - (successfully recalled before opening)	Human Error	Corrective Action
DB2024079	N	Children, Families and Education	File uploaded to portal with full postcode rather than part in error meaning individual could have been identified	Human Error	Corrective Action
DB2024047	Y	Housing Neighbourhood and Building Services	Housing Needs Assessment Form sent to incorrect recipient	Human Error	Corrective Action
DB2024048	Y	Housing Neighbourhood and Building Services	Link to Housing Repairs Data Base sent to councillor in error - intended for a member of staff with the same name. Database was not accessed	Human Error	Corrective Action
DB2024080	Y	Economy, Transport and Planning	Email regarding a Penalty Charge Notice sent to wrong email address	Human Error	Corrective Action
DB2024082	Y	Children, Families and Education	Spreadsheet detailing childcare payments sent to wrong officer	Human Error	Corrective Action
DB2024083	Y	Corporate Services	"Report It" online form sent to wrong officer to respond to	Human Error	Corrective Action

DB2024084	Y	Children, Families and Education	Wrong attachment sent with email	Human Error	Corrective Action
DB2024049	Y	Corporate Services	Education appeals hearing meeting on MS Teams accessed in error by a third party	System Error	Revised Process
DB2024085	Y	Children, Families and Education	Teams meeting set up for external participants allowing email addresses to be seen	Human Error	Corrective Action
DB2024086	Y	Finance and Resources	Council Tax data disclosed by email to family member without consent	Inappropriate Action by Staff	Training
DB2024096	N	Finance and Resources	Email sent to multiple business suppliers - email addresses not put in BCC field so visible to all recipients	Human Error	Corrective Action
DB2024087	Y	Finance and Resources	Bank details of 2 members of the public shared with officers in email trail in error	Human Error	Training
DB2024088	Y	Children, Families and Education	Patient consent form not filed away - left in secure staff area but could be seen by other officers without a business need to.	Human Error	Corrective Action
DB2024089	N	Housing Neighbourhood and Building Services	Report uploaded to social media in error containing health professional's name	Human Error	Corrective Action
DB2024090	Y	Children, Families and Education	Witness statement included paragraph with wrong child's name in	Human Error	Corrective Action
DB2024095	Y	Economy, Transport and Planning	Email relating to a parking permit sent to the wrong person	Human Error	Corrective Action
DB2024081	Y	Housing Neighbourhood and Building Services	Wrong attachment sent with email	Human Error	Corrective Action
DB2024093	Y	Economy, Transport and Planning	Confiscated Blue Badge shown to member of public - owner's details were visible on reverse	Inappropriate Action by Staff	Disciplinary Action
DB2024094	Y	Housing Neighbourhood and Building Services	Letter sent to Landlord with wrong HMO details on	Human Error	Corrective Action

DB2024050	Y	Corporate Services	Letter sent to person about whom complaint was made with complainant's name on in error	Human Error	Corrective Action
DB2024097	Y	Corporate Services	Email trail forwarded to a member of staff including other staff members details in error	Human Error	Corrective Action
DB2024057	Y	Children, Families and Education	Free School Meals eligibility data sent to wrong school with similar name	Human Error	Corrective Action
DB2024058	Y	Children, Families and Education	Email giving care leaver details included an incorrect health professional as a recipient	Human Error	Corrective Action
DB2024056	N	Housing Neighbourhood and Building Services	Letter sent to the wrong address	Human Error	Corrective Action
DB2024053	Y	Corporate Services	Allegation information not redacted from legal disclosure	Human Error	Corrective Action
DB2024052	Y	Children, Families and Education	Medical assessment letter sent to wrong person	Human Error	Corrective Action
DB2024059	Y	Economy, Transport and Planning	Email address of someone commenting on a planning application published on public access portal in error	Human Error	Corrective Action
DB2024051	Y	Housing Neighbourhood and Building Services	PCC Waste Investigation report form left at site and found by another staff member	Human Error	Corrective Action

DB2024054	N	Corporate Services	Private mobile phone number shared with occupational health provider without staff member's consent	Human Error	Corrective Action
DB2024055	N	Economy, Transport and Planning	Emails sent to the wrong recipient due to first name being spelt incorrect.	Human Error	Corrective Action
DB2024092	Y	Children, Families and Education	Email intended for foster carer sent to staff member with same name in error	Human Error	Corrective Action
DB2024070	N	Children, Families and Education	Letter sent with incorrect children's names in	Human Error	Corrective Action
DB2024068	Y	Economy, Transport and Planning	Email sent to incorrect PCC shared mailbox	Human Error	Corrective Action
DB2024069	Y	Housing Neighbourhood and Building Services	Housing conditions claim shared with incorrect internal group	Human Error	Corrective Action
DB2024059	Y	Economy, Transport and Planning	Email about a PCN sent to wrong person	Human Error	Corrective Action
DB2024060	Y	Economy, Transport and Planning	Wrong VRM number entered on PCN leading to wrong vehicle check being carried out on DVLA portal	Human Error	Corrective Action
DB2024066	Y	Corporate Services	Disabled badge application info sent to wrong but similar email address	Human Error	Corrective Action
DB2024067	N	Economy, Transport and Planning	Blue badge handed to wrong member of public	Human Error	Corrective Action

DB2024065	N	Housing Neighbourhood and Building Services	Email requesting emergency accommodation sent to HCC out of hours rather than PCC out of hours	Human Error	Corrective Action
DB2024061	Y	Finance and Resources	Email sent to wrong person	Human Error	Corrective Action
DB2024064	Y	Children, Families and Education	Adult health report sent to foster carer with incorrect details in	Human Error	Corrective Action
DB2024063	N	Public Health	Pharmacy text message service provider included phone numbers in reports to PCC	System Error	Corrective Action
DB2024091	Y	Economy, Transport and Planning	Wrong person (with same name) contacted about parking debts	Human Error	Corrective Action

Any data breaches occurring in Adult Social Care (ASC) are recorded initially by the ASC Business & Information Team. These are detailed below: -

06.03.2024	N	Adult Social Care	Former Social Worker emailed client's assessment to her personal email address on leaving date.	Human Error	Corrective Action
07.03.2024	Y	Adult Social Care	Social Worker requested the wrong client's Hospital Passport be sent to QA.	Human Error	Corrective Action
08.04.2024	y	Adult Social Care	Email sent to old distribution list in error	Human Error	Corrective Action
09.04.2024	y	Adult Social Care	Client Assessment sent to wrong person	Human Error	Corrective Action

10.04.2024	y	Adult Social Care	Access to document in Sharepoint granted to wrong staff member	Other	Corrective Action
11.04.2024	y	Adult Social Care	Response to a message posted on the SystmOne support channel in error. This message will have been available for all 500+ members of the channel to read.	Human Error	Corrective Action
12.05.2024	y	Adult Social Care	Support plan sent to incorrect recipient.	Human Error	Corrective Action
13.05.2024	y	Adult Social Care	Social Worker sent an email and attached information that shouldn't have been shared	Human Error	Corrective Action
14.05.2024	y	Adult Social Care	HR representative copied into email about staff absence no longer worked for the HR Department	Human Error	Corrective Action
15.06.2024	N	Adult Social Care	Email sent to an incorrect care agency with a similar name to the intended recipient	Human Error	Corrective Action
16.06.2024	y	Adult Social Care	Email sent to the wrong person - the intended recipient had the same first name as the incorrect recipient	Human Error	Corrective Action
17.07.2024	y	Adult Social Care	Call logged on the wrong person's account in SystmOne.	Human Error	Corrective Action
18.07.2024	y	Adult Social Care	Safeguarding referral sent to PHUT safeguarding team instead of ASC.	Human Error	Corrective Action
19.08.2024	y	Adult Social Care	Email sent to incorrect address. It should have gone to a manager but went instead to a generic inbox for PCC	Human Error	Corrective Action
20.09.2024	y	Adult Social Care	Email sent to incorrect GP surgery	Human Error	Corrective Action

21.09.2024	y	Adult Social Care	Notebook left in Client's home	Human Error	Corrective Action
22.09.2024	y	Adult Social Care	Review letter sent to son of a client, which included incorrect information that related to another care home resident	Human Error	Corrective Action
23.09.2024	y	Adult Social Care	Assessment sent to housing for the incorrect client	Human Error	Corrective Action
24.09.2024	y	Adult Social Care	Email sent to a colleague but also included an incorrect email address in error	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 comment's 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.