

MAIN AREAS OF INTERNAL AUDIT WORK UNDERTAKEN DURING 2014/15

Audit Area	Days
Addenbrooke Safe review	2
Adult Social Care Payments	1
Adult Social Care Project	43
Adults safeguarding procedures and electronic records review	19
Advice and Consultancy	104
Agresso Upgrade	1
Alexander Fleming Primary School	3
Better Care Fund	1
BRJ School	24
Burton Borough School	9
Burton Borough - Catering Review	1
Cash Collection	10
Care Provider Complaint	17
Charlton School	7
Charlton Direct Salaried Grant	1
Corporate Governance	13
Corporate Leisure procedures	6
Council tax / NNDR (2014 - 2015)	20
Dawley follow up	3
Direct Payments Requested review	10
Ercall Wood School	7
Flood Plan Actions Follow Up	2
Follow ups - general	18
Food Hygiene Rating System	3
Fraud & Compliance Checks & National Fraud Initiative	23
Hadley Learning Community School	13
Halcrow Contract	5
Housing Benefits (Inc Welfare Reforms)	24
HR/Payroll 2014-15	17
ICT audit contract monitoring and file review	8
John Randall School	1
Ladygrove Primary School	8
Leisure Membership/Swim Review	7
Library Public Use Machines	2
Madeley Parish Council	7
Main Accounting 2014-15	21
Mobile Catering	15
Moorfield Primary follow up	2
Mount Gilbert School	6
Multi storey car park	1
Muxton School	7
Oakengates Children's centre Follow Up & additional work	13
P2P - creditor payments (2014 - 2015)	28
Card payments Compliance	9
Pension systems & processes (2014 - 2015)	7
Personal Budgets Support Team	13
Priority System Backup/Storage Review	2
Procurement	6

Public Health- review against standards	2
Queenswood Primary School	8
Randlay Primary School	7
Redhill Primary School	8
Sales Ledger (2014 - 2015)	25
Scott & Linden Centre	2
Section 17 payments	14
SEN payments - residential schools	1
Shared Lives	13
Shortwood Grant Audit	1
Southall Special School	8
Special Guardianship	4
Telford Ice Rink	16
Telford Town Park Review	10
The Place Bar Takings Issues	1
Transport Grant (2014-15)	7
Treasury Management (2014 - 2015)	8
Troubled Families Grant	7
Vacant units	5
Voluntary Sector Contracts /Agreements	10

Information Security Incidents: Lessons Learnt – 2014/15

Information Governance (IG) 1st Half Yearly Update – 1 April to 30 September 2014

Information on lessons learnt in respect to data breaches investigated for 2013/14 were included in the relevant Briefing Notes (half yearly) for Managers and Staff News in 2013/14.

Despite further training/publicity the Council has continued to experience data breaches. These breaches have been investigated by the IG team/service areas and changes to processes have been agreed. However there are lessons to be learnt by us all from these breaches and this note aims to share them with you.



Top 3 reasons for data breaches at Telford & Wrekin

- 1 Emails sent to incorrect recipients
- 2 Officers not completely following agreed processes/procedure
- 3 Human error – typing errors, lack of checking contact details, etc.



Lessons learnt from data breaches

- ✓ Always check you are emailing who you think you are emailing particularly when the email address auto-populates in Outlook. Also If you are sending an email to a group email address check all the officers in that group are authorised to receive it
- ✓ Always use GCSX or the Council's Secure Communication System (SCS – look under 'S' on intranet) to electronically send personal information externally
- ✓ Ensure you are fully aware of, and abide by, your local procedures and applicable corporate policies such as the Corporate Information Security Policy (CISP)
- ✓ When dealing with personal information NEVER assume. Think what the impact could be of your assumption. All your decisions need to be based on fact.
- ✓ Be careful when handling and/or using works equipment such as laptops and Blackberry's. Always keep this equipment secure and on your person if possible. Never let any other individual access these devices.
- ✓ When sending correspondence to individuals always double check the address stated on your letter with the source address on your records. Remember house number 82 can easily be quoted as 28 by mistake. But this mistake can be picked up by checking

£££'s - Top 3 latest fines for public sector nationally

Ministry of Justice - £180,000

August 2014

Loss of unencrypted removable hard drive contains information on 2,935 prisoners.

Kent Police - £100,000

March 2014

Copies of personal information including interview tapes were left in a basement at former site of a police station.

Dept of Justice N Ireland - £185,000

January 2014

Filing cabinet containing personal information about a terrorist incident was sold at auction.



Don't take a chance when handling personal information!

Can I share information?....How do I secure information?....What should I be doing with my records?



- Contact the IG Team on 82537 or IG@telford.gov.uk
- Visit the IG intranet page for tons of advice and guidance

Remember: Protecting personal information is everybody's responsibility

**INFORMATION GOVERNANCE WORK PROGRAMME 2014/15
PROGRESS AS AT 31ST March 2015**

No	Task	Completion date	Progress as at 31/3/15
1	Administer FOI/EIR/DPA requests, appeals, complaints and associated correspondence from the ICO.	On-going	See paragraph 6.2 above
2	<p>Agree and deliver an IG training and awareness programme.</p> <p>Review the content of the IG Ollie module and assess numbers completing the training.</p>	<p>Agree programme (with SIRO) – End April 14.</p> <p>Deliver programme throughout 14-15.</p> <p>Review Ollie content and training take up by end of June 2014.</p>	<p>SIRO approved programme – complete</p> <p>The review of IG Ollie module is on-going (delay due to wait for Ollie upgrade). Will include in 15/16 work programme.</p> <p>Complete</p>
3	<p>Keep the IG security framework up to date including the Corporate Information Security Policy (CISP).</p> <p>Disseminate changes across the Council.</p>	<p>Agree framework with Audit Committee –End September 14.</p> <p>Disseminate any changes as and when required.</p> <p>Review CISP by end of December 14.</p>	<p>Complete</p> <p>On-going</p> <p>CISP review complete – revised policy to be publicised in April 15.</p>
4	Review the Information Security Breach Procedure and align with recent guidance sent out to Revenues & Benefits.	End of May 14	Complete
5	Update compliance work programme and undertake activities including records management.	<p>Review and agree updated compliance programme by end of April 14.</p> <p>On-going for completing compliance activities.</p>	<p>Complete</p> <p>On-going</p>
6	<p>Complete and keep under review the Corporate Information Retention Schedule.</p> <p>Additional review of IT retention and backups including the review of priority systems and production of classification policy.</p>	<p>Complete review by the end of August 14. Updating schedule is an on-going task.</p> <p>IT retention and back ups to commence April with a view to completion and sign off by end of October 14.</p>	<p>Review complete</p> <p>Draft report produced, final report to be agreed by end April 15.</p> <p>Policy agreed. Ollie</p>

		Classification policy to be implemented by end of August 14.	module needs producing to supplement policy. To be included in 15/16 work programme.
7	Continue the provision of additional services to schools within and outside the area to generate agreed income. Market prospective customers as co-ordinated to do so by Delivery & Planning.	On-going As requested	A number of chargeable pieces of work for schools completed in 14/15 and more planned for 15/16.
8	Keep TORCH site up to date to support the above.	On going	On-going
9	Review use of the Secure Communications System (SCS).	End of June 14.	Complete
10	Investigate instances of possible data breaches and ensure appropriate improvements within services and processes are made.	On-going	On-going
11	Support service areas to address any information security risks that arise.	On-going	On-going
12	Support information sharing and the production of information sharing agreements.	On-going	On-going
13	Review of the publication scheme and ensure service areas are keeping it up to date (follow up of work to be completed in 13/14).	End of September 14	Complete
14	Review and update intranet and internet pages for FOI and DPA.	Intranet review/updating on-going. Internet content reviewed on an on-going basis but full review of content by end Dec 14.	On-going Complete
15	Complete N3 connection assessment for central government.	March 15.	Complete