Contact: Information Governance Team

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Our Ref: INF 2007035

Date: 26 August 2020

North Lincolnshire Council

Daniel Hill
request-677785-2e85551f@whatdotheyknow.com

INFORMATION DISCLOSURE

Dear Daniel Hill

Re: Freedom of Information request INF 2007035

Thank you for your request for information, received by North Lincolnshire Council 17th July 2020 requesting information about Records Management and Data Protection Statistics. I have considered your request in detail and can confirm that the council holds the following information:

Data Protection Based Questions

1) Does your Local Authority have an assigned Data Protection Team / Unit?

   Yes ✓
   No

   a. If yes, has it been set up since 2018?

   Yes ✓
   No

2) Does your Local Authority have a Data Protection policy?

   Yes ✓
   No

   b. If yes, how often does your Local Authority update its Data Protection policy?
   As a minimum the policy is updated annually.

3) In 2017, how many Subject Access Requests did your Local Authority receive?
   North Lincolnshire Council holds the number of Subject Access Requests received by financial year rather than calendar year. For 2017-18 the number received was 41.

4) In 2019, how many Subject Access Requests did your Local Authority receive?
   North Lincolnshire Council holds the number of Subject Access Requests received by financial year rather than by calendar year. For 2018-19 the number received was 94 and for 2019-20 the number received was 93.

5) What percentage of Subject Access Requests were completed within the 40-day deadline in 2017?
   North Lincolnshire Council holds this information by financial year rather than calendar year. For 2017-18 the average percentage of requests completed on time was 69%.

   What percentage of total Subject Access Requests were completed after extension in 2017?
   North Lincolnshire Council does not hold this information, because requests answered within the extension are considered to be completed within the deadline.

6) What percentage of Subject Access Requests were completed within the one month deadline in 2019?
   North Lincolnshire Council holds this information by financial year rather than calendar year. For 2018-19 the average percentage of requests completed on time was 59% and for 2019-20 the average percentage of requests completed on time was 58%.

   What percentage of total Subject Access Requests were completed after extension in 2019?
   North Lincolnshire Council does not hold this information, because requests answered within the extension are considered to be completed within the deadline.

7) How many Data Protection Impact Assessments had your Local Authority conducted in 2017?
North Lincolnshire Council implemented the carrying out of Data Protection Impact assessments ready for the introduction of the General Data Protection Regulation (GDPR) in Mary 2018, as this process is a requirement of this legislation.

8) How many Data Protection Impact Assessments had your Local Authority conducted in 2019?
Since the introduction of the General Data Protection Regulation (GDPR) North Lincolnshire Council has carried out 30 Data Protection Impact Assessments. The council does not hold this information by year because often an assessment will be ongoing over a period of time.

9) How many systems which process personal information had your organisation stopped using and storing personal data on in 2017?
None.

10) How many systems which process personal information had your organisation stopped using and storing personal data on in 2019?
None.

Records Management

11) Does your Local Authority have a Records Management Policy?
Yes ✓
No
b. If yes, how often does your Local Authority update its Records Management Policy?
As a minimum the policy is updated annually.

12) Does your Local Authority have a retention or disposal schedule?
Yes ✓
No
b. If yes, how often does your Local Authority update its retention or disposal schedule?
The council's disposal schedule is based on the national Local Government Association (LGA) scheme, so is updated as often as the LGA provide updates.

13) Does your authority have an Electronic Document Record Keeping (or management) System?
Yes
Yes, multiple ✓
No

If yes, what volume (Mbytes) of digital information was captured into this system in 2017?
North Lincolnshire Council does not hold this information.

If yes, what volume (Mbytes) of digital information was captured into this system in 2019?
North Lincolnshire Council does not hold this information.

14) How many digital records does your organisation have captured in your storage facilities currently? Please state figure here:
North Lincolnshire Council does not hold this information, because digital records are currently held as part of business systems that generally hold records per case rather than individual record.

15) What is the electronic volume (Mbytes) of digital information in your organisation's system currently? Please state figure here:
North Lincolnshire Council does not hold this information.

16) How many digital records does your organisation have captured into your system currently? Please state figure here:
North Lincolnshire Council does not hold this information, because digital records are currently held as part of business systems that generally hold records per case rather than individual record.

17) How many paper-based files/documents and/or boxes does your organisation have in your storage facilities currently? Please state figure here:
In the North Lincolnshire Council internal and external Record Stores there are on average 11800 boxes.

18) How many digital records were captured by your organisation in 2017? Please state figure here:
North Lincolnshire Council does not hold this information, because digital records are currently held as part of business systems that generally hold records per case rather than individual record.

19) How many digital records were captured by your organisation in 2019? Please state figure here:
North Lincolnshire Council does not hold this information, because digital records are currently held as part of business systems that generally hold records per case rather than individual record.

20) How many paper-based records were captured/registered by your organisation in 2017? Please state figure here:
North Lincolnshire Council does not hold this information.

21) How many paper-based records were captured/registered by your organisation in 2019? Please state figure here:
North Lincolnshire Council does not hold this information.

22) How many digital records/documents did your Local Authority dispose of in 2017, according to your retention or disposal schedules? Please state figure here:
North Lincolnshire Council does not hold this information. There is an ongoing project that is looking into the disposal of digital records from the business systems in which they are held.

23) How many digital records/documents did your Local Authority dispose of in 2019, according to your retention or disposal schedules? Please state figure here:
North Lincolnshire Council does not hold this information. There is an ongoing project that is looking into the disposal of digital records from the business systems in which they are held.

24) How many paper-based files and/or boxes had your Local Authority disposed of in 2017, based on your retention or disposal schedules: Please state figure here:
Disposal of paper is not recorded by file or box, therefore the council does not hold this information.

25) How many paper-based files and/or boxes had your Local Authority disposed of in 2019, based on your retention or disposal schedules: Please state figure here:
Disposal of paper is not recorded by file or box, therefore the council does not hold this information.

I also have an opinion-based question survey regarding this topic. Would you be happy with me following up regarding this? Please indicate:
Yes
No ✓

If you wish to re-use this information for reasons other than, for example personal use, please see the council's Access to Information Policy for full details of how to request permission to re-use information released in response to a Freedom of Information request.

If you are unhappy about how we have dealt with your request please let me know and I will refer the matter to the council's Information Complaints Policy. Alternatively you can complain using the council's online complaint form on the Contact Us page of the North Lincolnshire Council website.

You also have the right to appeal directly to the Information Commissioner's Office (ICO), although please note the ICO usually expect the council to have investigated your concerns first.

Yours sincerely

Information Governance Team
North Lincolnshire Council