Performance Indicators in Fulfilling Statutory Information Requests

Reporting Period 1 November 2024 to 28 February 2025

Freedom of Information Requests

Below are relevant performance indicators on the number of requests received under the Freedom of Information Act 2000 and NYP's compliance with statutory timescales.

Although FOI requests do not concern the compliance with handling individuals' personal data, these figures are relevant to demonstrate NYP's overall compliance with its transparency obligations under the FOI Act.

Reporting period	No. of FOIs received during reporting period	No. of FOIs completed during reporting period (includes closed FOIs from previous spreadsheet)	No. of FOIs completed within the statutory timescale	No. of open FOIs (2024-25 spreadsheet)	No. of open FOIs (2023-24 spreadsheet)	No. of overdue FOIs (provided from Oct 2019 onwards)	Percentage compliance rate **within** the statutory timescale
Jul-Sep 2023	331	242	212	30	9	39	87%
Oct-Dec 2023	296	314	168	102	9	76	52%
Jan-Mar 2024	408	443	294				66%
Total for the Year (up to Q1)	**1367**	**1315**	**934**	-	-	-	-
Apr-Jun 2024	282	350	230				66%
Jul-Sep 2024	296	281	193	135	13		69%
Oct-Dec 2024	304	385	281	-	-	-	73%
Jan-Feb 2025	296	239	190	29	1	30	79%

Please note: Figures for **Number of open FOIs** and **Number of overdue FOIs** are as of 3rd March 2025.

Progress Towards Achieving Backlog of Information Sharing Agreements

There are 115 ISAs awaiting action (not yet started or existing ones requiring review). The breakdown is provided below.

	Apr 2024	May 2024	Jun 2024	Jul 2024	Aug 2024	Sep 2024	Oct 2024	Nov 2024	Dec 2024	Jan 2025	Feb 2025
Existing ISA's to be reviewed											
Review Required	6	6	6	6	6	6	5	5	5	5	5
New Template Required	17	17	17	17	17	17	17	17	17	17	17
New ISA's/Queries											
Not yet started	120	121	121	121	121	123	123	123	120	115	115
With Business Area	24	24	24	24	24	24	24	24	29	29	29
With CDU Decision Maker	15	15	15	15	15	15	15	15	15	15	15
With Lawyer/DPO/IAO	11	11	11	11	12	12	12	12	12	12	12
ISAs that have been cross referenced with DPO list status to be updated	33	33	33	33	33	33	33	33	33	33	33

Subject Access Requests

Individuals have the right under the data protection legislation to request a copy of their personal data ('right of access'). These numbers report of valid requests only and discounts those that were not validated (ie. no ID received and no scope of request defined).

Reporting period	No. of SARs received during reporting period	No. of SARs completed during reporting period	No. of SARs completed within the statutory timescale	Percentage compliance rate **within** the statutory timescale
Jul-Sep 2023	147	131	93	71%
Oct-Dec 2023	122	141	90	64%

Jan-Mar 2024	129	129	87	67%
Total for the Year	**507**	**542**	**364**	**67%**
Apr-Jun 2024	145	143	97	68%
Jul-Sep 2024	147	140	81	58%
Oct-Dec 2024	113	90	60	67%
Jan-Feb 2025	94	76	37	49%

Rectification and Erasure Requests

Individuals have the right under the legislation to request the rectification of their personal data and to request the erasure of their personal data (also known as the 'right to be forgotten').

Reporting period	No. of valid requests received during reporting period	No. of requests b'fwd from previous quarter	No. of requests completed during reporting period	No. of requests to carry forward to next period	No. of requests completed within statutory timescale during reporting period	Percentage compliance rate **within** the statutory timescale responded to during the period
Jul-Sep 2023	7	1	8	1	8	100%
Oct-Dec 2023	14	1	15	1	15	100%
Jan-Mar 2024	15	1	13	3	13	100%
Total for the Year	**42**	**1**	**43**	**3**	**43**	**100%**
Apr-Jun 2024	12	3	14	1	14	100%
Jul-Sep 2024	14	1	13	1	13	100%
Oct-Dec 2024	10	2	10	0	10	100%
Jan-Feb 2025	9	0	9	9	9	100%

Other Information Rights Requests

Individuals have other rights under the data protection legislation, these include: the right to restrict processing, the right to data portability, the right to object to processing, the right to object to automated decision making, and the right to complain to the Information Commissioner. These

rights are exercised less often than the aforementioned rights, for which further information is provided below:

<u>Complaints made by data subject to the Information Commissioner's Office (ICO)</u>

During the reporting period, there were **5 complaints** made to the ICO by members of the public in relation to the handling of their personal data under Subject Access Requests. There were **2 further complaints** in relation to a Subject Access Request and alleged unauthorised disclosures.

<u>Other Information Rights</u>

We have received **5 complaints** directly from the data subject with regards to the handling of their data.

<u>Independent reviews</u>

The DPO conducts independent reviews when individuals ask for them. This sometimes alleviates individuals from complaining to the ICO. This reporting period there have been **3 independent SAR reviews.**

Reporting period	No. of complaints from ICO	No. of Complaints from data subject	No. of SAR independent reviews	No. of REC & ERA independent reviews
Apr-Jun 2023	2	5	1	2
Jul-Sep 2023	0	1	2	0
Oct-Dec 2023	1	4	4	0
Jan-Mar 2024	3	2	3	0
Total for the Year	**6**	**12**	**10**	**2**
Apr-Jun 2024	0	7	4	0
Jul-Sep 2024	1	5	3	2
Oct-Dec 2024	4	4	2	3
Jan-Feb 2025	1	1	1	0

Personal Data Breaches

The following data breaches have been received for the reporting period. These are confirmed data breaches and do not include those reports of data breaches that have been discounted as a 'near miss' following further investigation. Please note, the increase in data breaches containing personal data is in part due internal changes in the way statistics are reported.

Reporting period	No. of confirmed personal data breaches reported	No. of breaches reported to the ICO	No. of breaches where we've notified data subjects
Apr-Jun 2023	37	1	**0**
Jul-Sep 2023	75	3	0
Oct-Dec 2023	55	3	0
Jan-Mar 2024	182	1	0
Total for the Year	**349**	**8**	**0**
Apr-Jun 2024	217	3	0
Jul-Sep 2024	206	3	0
Oct-Dec 2024	235	3	0
Jan-Feb 2025	166	1	0

Progress Towards ICO Recommendations

This section reports on progress towards the completion of recommendations issued to NYP as a result of personal data breaches reported to the ICO, or complaints received either during or prior to the reporting period. This includes actions that have been finalised in the reporting period.

Year	Source of ICO recommendation	No. of recommendations	No. completed or rejected	No. outstanding
2023	PNB going missing in the public domain	4	2	2 in progress
2023	Power outage on freezers containing evidence	6	3	3 in progress
2023	Complaint – Subject Access Request	1	0	1 in progress
2024	Wrong person arrested	2	1	1 in progress
2024	Stolen PNB	8	5	3 in progress
2024	Email sent containing medical information to wrong recipient	4	2	2 in progress
2024	Wrong person arrested	5	1	4 in progress

| 2024 | Corporate Comms article | 5 | 4 | 1 in progress |
2024	Lost PNB	4	2	2 in progress
2024	Phone call to wrong person	7	0	7 in progress
2025	Excessive detail in email	8	3	5 in progress

Progress Towards Achieving Backlog Activities

This report updates IAB on the work outstanding to satisfy the various compliance activities:

Source of Controls	Total no. controls	No. completed	No. In Progress	No. outstanding
RSM internal audit report	44	43	1	1
ICO Audit 2019 recommendations	53	45	8	8
2021 ICO Overview Report - Police Audits	8	5	3	3
2024 Information Asset Register Updates	73	72	1	1
2025 Information Asset Register Updates	48	0	48	48
2025 Privacy Notice Updates	43	0	43	43
RSM GDPR Audit 2022 Actions*	15	13	2	2

* 2 actions have been re-opened to ensure full compliance with the audit

ICO Accountability Tracker

Breakdown of **'Current Status'** per category
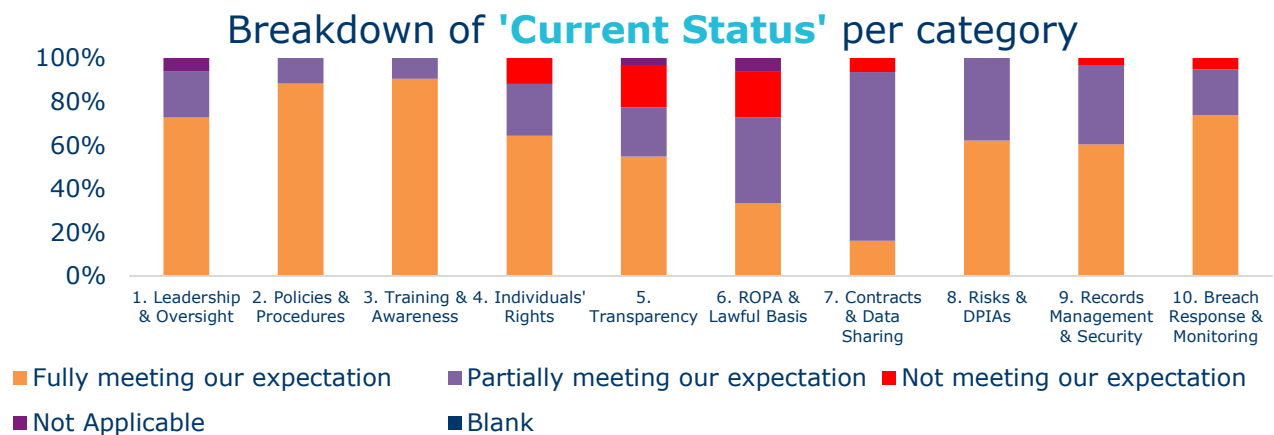
The Accountability Framework is a tool created by the ICO and used by organisations to both support their compliance with their data protection obligations and support an effective privacy management programme.

Up to 28 February 2025, the force was 60% fully compliant, 31% partially compliant and 7% not compliant (with 2% not applicable to the force).

Training Compliance Rates – College Learn

The latest Dashboard (January 2025) shows the completion of the **Managing Information** and **Introduction to GSC** packages, and includes a comparison to the last reporting period.

Course Name	Completion Rate (%)
An Introduction to Government Security Classifications	95.45
Managing Information – Non Operational	84.14
Managing Information – Non Operational Challenges	83.75
Managing Information – Operational	91.76
Managing Information – Operational Challenges	91.46