



Performance Indicators in Fulfilling Statutory Information Requests

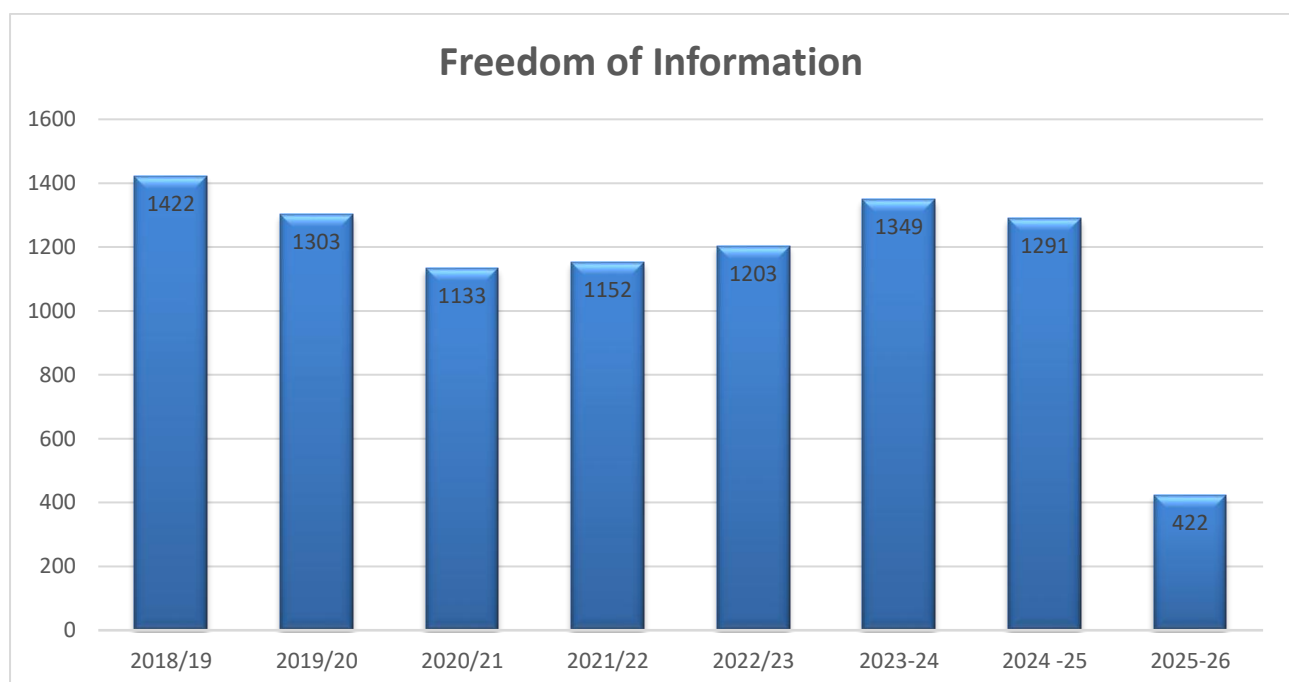
Reporting Period 30th April 2025 to 31st July 2025

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	No. of FOIs completed within the statutory timescale	No. of outstanding FOIs	No. of overdue FOIs	Percentage compliance rate within the statutory timescale
Oct-Dec 2023	296	314	168			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			69%
Oct-Dec 2024	304	385	281	-		73%
Jan-Feb 2025	296	239	190			79%
Mar-Apr 2025	226	264	212	-		80%
May-Jul 2025	311	315	256	39	27	81%



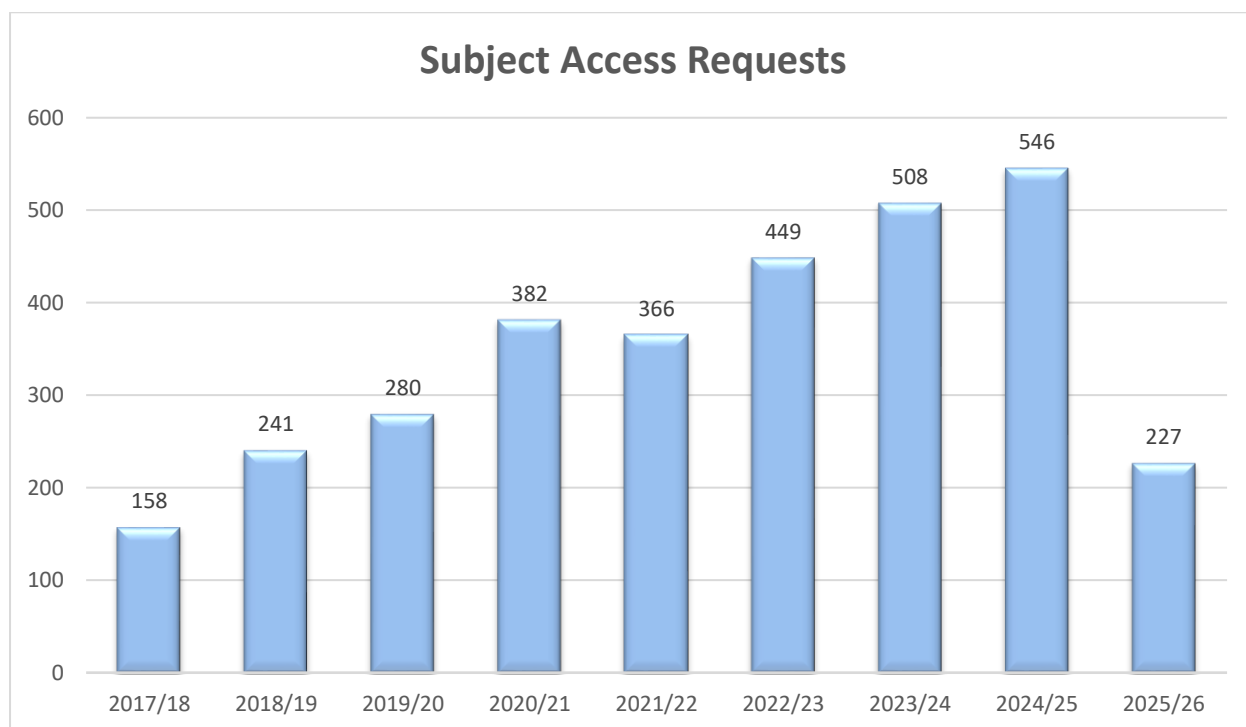
Subject Access Requests

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
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%
Mar-Apr 2025	106	106	51	48%
May-Jul 2025	167	178	110	61%

April – July (for last financial years)

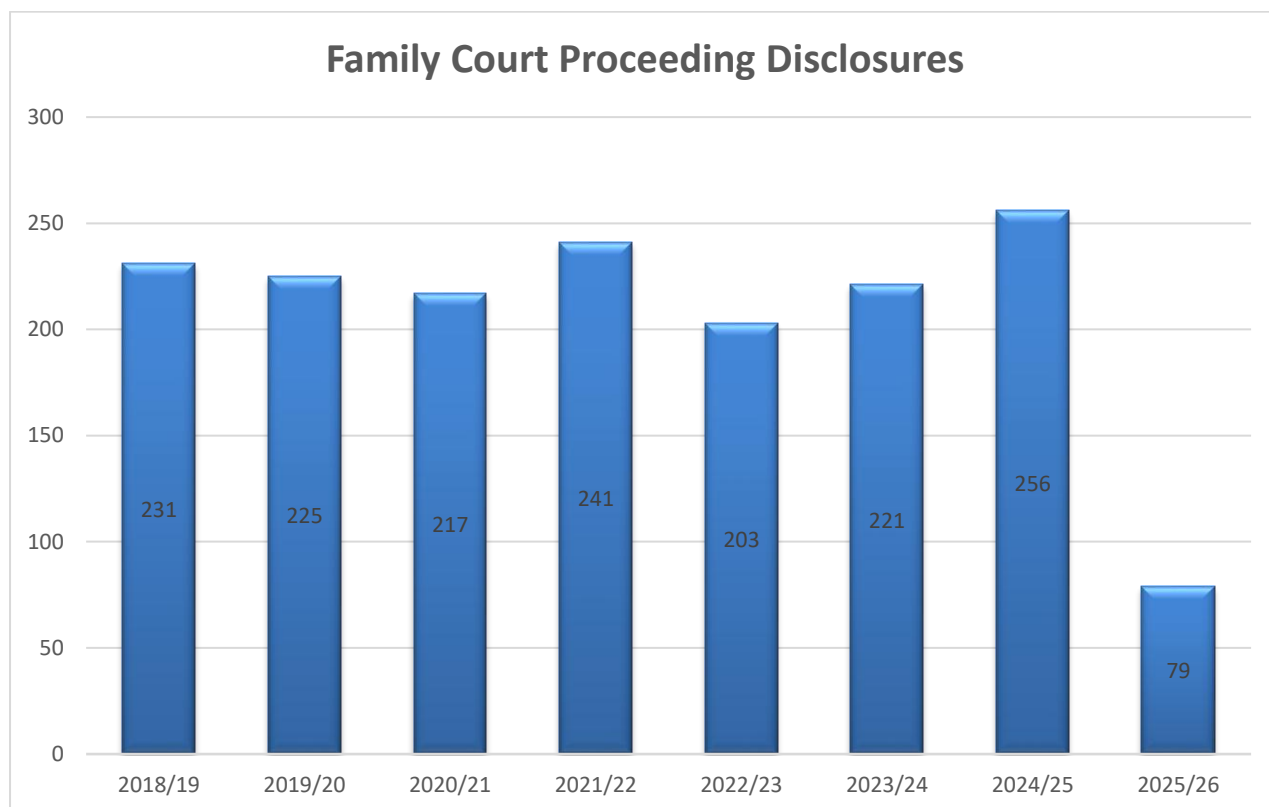
- 22/23 = 126
- 23/24 = 149
- 24/25 = 195
- 25/25 = 227



Family Court Proceeding Disclosures

Disclosure is made to Councils and Private solicitors to assist with Family Court Proceedings for vulnerable children. Disclosures are required within short deadlines, which are set by the National Protocol or Judges.

Reporting Period	Open	Closed	Outstanding	Overdue
May - July	63	77	66	40



Progress Towards Achieving Backlog of Information Sharing Agreements

There are 122 ISAs awaiting action (not yet started or existing ones requiring review). The breakdown is provided below.

[illegible]

New ISA's/Queries											
Not yet started	121	121	123	123	123	120	115	115	123	123	67
With Business Area	24	24	24	24	24	29	29	29	24	24	19
With CDU Decision Maker	15	15	15	15	15	15	15	15	31	31	37
With Lawyer/DPO/IAO	11	12	12	12	12	12	12	12	16	16	18
ISAs that have been cross referenced with DPO list status to be updated	33	33	33	33	33	33	33	33	33	33	33

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
Jan-Mar 2024	15	1	13	3	13	100%
Apr-Jun 2024	12	3	14	1	14	100%
Jul-Sep 2024	14	1	13	1	13	100%
Oct-Dec 2024	10	0	11	0	11	100%
Total for the Year (2024)	51	0	51	0	51	100%
Jan - Mar 2025	9	0	8	1	8	100%
Apr-Jun 2025	7	1	8	0	8	100%
July-Aug 2025	5	0	3	2	3	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 afore mentioned rights, for which further information is provided below:

Complaints made by data subject to the Information Commissioner's Office (ICO)

During the reporting period, there were **6 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 data breach and a rectification and erasure request.

Other Information Rights

We have received **11 complaints** directly from the data subject with regards to the handling of their data. One of these complaints was from a data subject who was making a further complaint.

Independent reviews

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 **7 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
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
Mar-Apr 2025	2	7	4	0
May-Jul 2025	4	5	3	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
Jul-Sep 2023	75	3	0
Oct-Dec 2023	55	3	0
Jan-Mar 2024	182	1	0
Apr-Jun 2024	217	3	0
Jul-Sep 2024	206	3	0
Oct-Dec 2024	235	3	0
Total for the Year	970	16	0
Jan-Feb 2025	166	1	0
Mar-Apr 2025	151	2	0
May-Jul 2025	201	3	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	4	0 in progress
2023	Power outage on freezers containing evidence	6	5	1 in progress
2023	Complaint – Subject Access Request	3	3	0 in progress
2024	Wrong person arrested	2	2	0 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	2	3 in progress

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

Progress Towards Achieving Backlog Activities

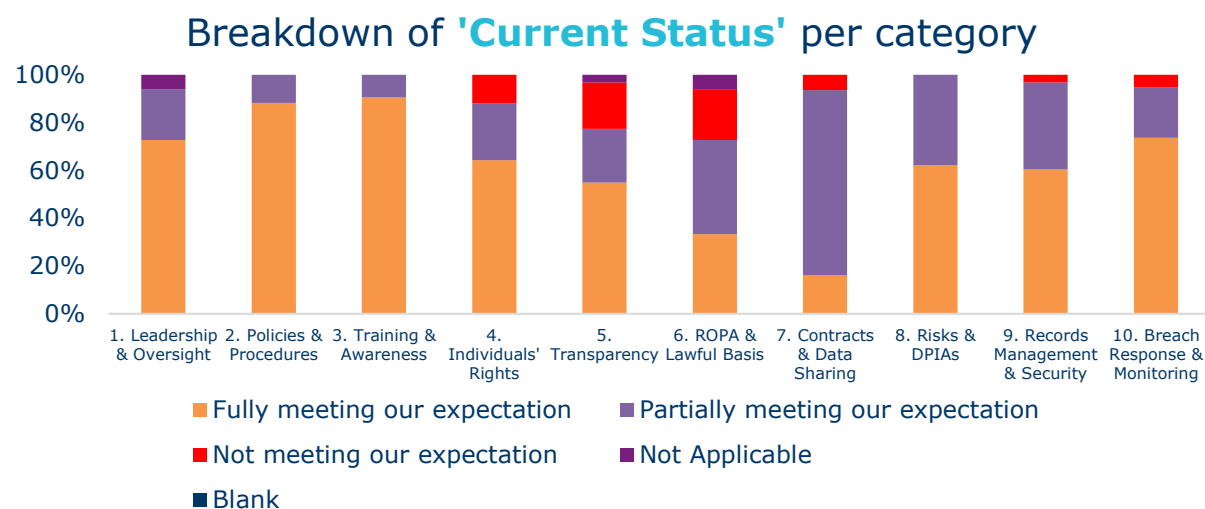
The Compliance Team have made good progress this year in handling the backlog activity, particularly with information security incidents. The team has a new Deputy Information Security Officer, who came into post in March, and has a new part time Deputy Data Protection Officer who joined the team in January. The team remains in an AMBER BRAGB status. The full time Deputy Data Protection Officer has now left NYP in July and the post is in recruitment. The Data Protection Officer maternity cover commenced in May 2025. The back fill role of Deputy Information Security Officer also has a new starter who joined the team in June.

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	2	48	46
2025 Privacy Notice Updates	43	13	43	30
RSM GDPR Audit 2022 Actions*	15	14	1	1

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

ICO Accountability Tracker



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.

Training Compliance Rates – College Learn

Data Protection Officer now has access to the Dashboard however the statistics are presenting incorrectly and as such cannot be reported. 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