

GMCA Audit Committee

Date: 31st July 2024

Subject: Senior Information Risk Owner – Information and Data Governance
Annual report 2023/24 (Financial Year)

Report of: Steve Wilson GMCA Treasurer and Senior Information Risk Owner

Purpose of Report

The purpose of this report attached is to provide an overview of the key information and data governance activities and performance for the 2023/24 financial year. In addition to this, the report aims to provide assurance to the Audit Committee that GMCA remains compliant with its statutory and regulatory obligations.

The second part of this report attached provides updates on the activities we have undertaken as a shared Information and Data Governance service across the GMCA and TfGM, and regionally across Greater Manchester to drive forward the GM Information strategy and set the standard for good information and data practice.

This report details at high level statutory performance and related activities undertaken to support compliance and assurances.

Recommendations:

The GMCA is requested to:

1. The Audit Committee are asked to note this report and continue to support our delivery and the significant work that has been delivered to drive improvements so that we **Enable, Empower** and **Embed** good governance throughout GMCA.
2. The Audit Committee are asked to agree performance metrics KPIs for implementation in the 2024/25 report. It is recommended that the KPIS are reviewed over the next financial year.

Contact Officers

Name of key contact Officer and email address to be included

John L Curtis, Assistant Director Information and Data Governance and Data Protection Officer, Shared Service, Greater Manchester Combined Authority and Transport for Greater Manchester. Johnlaurence.Curtis@GreaterManchester-ca.gov.uk

Equalities Impact, Carbon and Sustainability Assessment:

N/A.

Risk Management

Risk management provides a strategic and consistent approach to identification and assessment of risks and opportunities that have the potential to impact GMCA's information and data governance environment. Information and Data Governance risks are assessed by the Information and Data Governance board on a monthly basis. A risk assessment is conducted in accordance with the corporate risk management framework. Reference should be made to section 15 of the main report.

Legal Considerations

From an Information Governance perspective, GMCA is required to adhere to the principles of several key pieces of UK legislation:

The UK General Data Protection Regulation (GDPR)

The Data Protection Act 2018

The Freedom of Information Act 2000

The Environmental Information Regulations 2004

The Privacy and Electronic Communications Regulations 2003, and;

The Human Rights Act 1998.

As outlined in the report, compliance measures have been put in adhere to these pieces of legislation. Reference should be made to the main report.

Financial Consequences – Revenue

There are no consequences relating to this report from a revenue perspective.

Financial Consequences – Capital

There are no consequences relating to this report from a revenue perspective.

Number of attachments to the report: 1

Comments/recommendations from Overview & Scrutiny Committee

Purpose of the report and recommendations are detailed within page one of this covering report.

Background Papers

The only background paper relating to this report is the Information Commissioner's [ICO Annual report 2022-23](#)

Tracking/ Process

Does this report relate to a major strategic decision, as set out in the GMCA Constitution

No

Exemption from call in

No

GM Transport Committee

Not applicable

Overview and Scrutiny Committee

July 2024

1. Introduction

Information Governance describes the arrangements in place to ensure the effective management, protection and use of an organisation's information assets. This framework is comprised of various policies, practices, roles and responsibilities, developed to assure compliance with legal obligations whilst ensuring information remains reliable, secure and accessible to appropriate users.

The Information and Data Governance Report attached for the 2023/24 financial year outlines the key activities undertaken by the Information and Data Governance team on behalf of Greater Manchester Combined Authority.

2. Statutory Compliance and Incidents

The main report attached outlines statutory performance and overall governance that is in place to monitor compliance to several statutory areas within the area of Information and Data Governance. Reference to sections 5 to 11 provide more context relating to the governance and overall performance. A summary of performance is provided below.

2.1. Subject Access Request

Data subjects (any living individual) have the right to request copies or access to the personal data about them processed by any organisation. The statutory timeframe for completion of these requests is one calendar month (30 days), however, in specific circumstances this may be extended by a further two months, allowing a total response time of 90 days.

During 2023/24, GMCA received a total of 22 Subject Access Requests, a decrease from the 30 requests received during the previous financial year. However, these requests were submitted sporadically during the period, in comparison to a more even distribution in 2022/23. Of the 22 requests received, 18 (82%) were responded to within the statutory timeframe. In comparison of the 30 requests received in 2022/23, 26 (87%) were responded to within the statutory timeframe.

No complaints were referred to the ICO in relation to Subject Access Requests in 2023/24, whilst a single case was escalated to the Regulator during 2022/23.

2.2 Freedom of Information

As a public body, GMCA are required to respond to requests from the public within 20 working days to promote transparency and support democratic principles. Furthermore, the ICO, in its responsibility to monitor compliance and set performance standards, has set an expectation that public authorities respond to at least 95% of FOI and EIR requests within the statutory time frame.

Between April 2023 and March 2024, GMCA successfully met the expected response rate of 95% (231) of requests on time, an improvement from 92% (188) during 2022/23. For GMFRS (Greater Manchester Fire & Rescue Service), on-time completion rates were slightly better at 96% (108) and 92% (86) respectively.

We have seen a 20% increase in total requests, from 297 in 2022/23 to 357 during 2023/24. There has been a consistent increase in requests, when compared to the same months of the previous financial year, the distinct exceptions being September and November for unknown reasons. Performance in this area is monitored by the Information and Data Governance board where measures are put into place to ensure performance remains consistent to the benchmark of 95%.

Reference should be made to the main report relating to other activities undertaken to support overall performance, assurance and compliance.

3. Incidents

During 2023/24, there have been a total of 46 incidents reported to the Information and Data Governance Team, in comparison to 44 over the previous year. Of these 46, 33% (15) originated from GMFRS, with a similar proportion of 36% (16) during 2022/23.

The IDG Team categorises incidents in line with the UK regulators practices. For GMCA as a whole, the most common category of incident reported is 'non-cyber - data emailed to incorrect recipient' with 15 occurrences (32%) in comparison to the previous year's 43% (19 of 44). This category of incident is just under twice that reported nationally by

the [Information Commissioner's Office in their annual report of 2022/23](#). The ICO details that on average 18% of all reported incidents are 'non cyber – data emailed to the incorrect recipient'.

Continued efforts are made to make staff aware of what to do in the sense of reporting an incident, containment and recovery, as well as mandated e-learning. Bespoke training has been delivered in previous years by the IDG team.

Reference should be made to the main report relating to other activities undertaken to support overall performance, assurance and compliance.

4. Change Programme Management

The GM Information Strategy sets out of shared vision for better information and data management across the GM eco-system. The strategy was signed off by the GMCA in January 2022 and as a three-year strategy, will be refreshed from January 2025.

Our main activities relate to supporting this strategy through a range of projects as described within the main body of the report. This includes projects related to Information Rights and Information Management, as well as further planned work in Information and Records Management. Other activities include two Knowledge Transfer Partnerships with two local Greater Manchester Universities to support the development of an Information Sharing framework and a further KTP on how AI tools could be used in a safe, secure, ethical and lawful way through the creation of an assessment tool.

Reference should be made to the main report section 16 onwards.

5. Recommendations

The recommendations are set out at the front of the report.