

## **Data Protection Act 1998 Undertaking follow-up**

### **London Borough of Hammersmith and Fulham ICO Reference: COM0549312**

On 2 December 2015 the Information Commissioner's Office (ICO) conducted a follow-up assessment of the actions taken by London Borough of Hammersmith and Fulham (LBHF) in relation to the undertaking it signed on 11 June 2015.

The objective of the follow-up is to provide the ICO with a level of assurance that the agreed undertaking requirements have been appropriately implemented. We believe that appropriate implementation of the undertaking requirements will mitigate the identified risks and support compliance with the Data Protection Act 1998.

The follow-up assessment consisted of a desk based review of the documentary evidence LBHF supplied to demonstrate the action it had taken in respect of the undertaking requirements. This comprised of:

- Reviewing the monitoring arrangements that LBHF has put in place to ensure that all staff complete their mandatory data protection training.
- Reviewing LBHF's plans for the development of a refresher training programme, to complement the initial data protection training.
- Reviewing the additional security measures that LBHF has implemented to ensure that personal data is protected against unauthorised and unlawful processing, accidental loss, destruction, and/or damage.

The review demonstrated that LBHF has taken appropriate steps, and put plans in place, to address the requirements of the undertaking and to mitigate the risks highlighted.

LBHF confirmed that it has taken the following steps:

- Achieved a 91% completion rate for induction training. This has been achieved through the following developments:
  - Created a communications plan dedicated to training which is communicated not only from the IM team, but also direct to affected individuals from the Chief Executive, plus involvement of the Cabinet Member, Directors and Executive Directors.
  - Regular updates and bulletins are provided to a network of data protection champions which have been established across all council departments about individuals who have failed to complete training enabling them to make direct contact with these individuals. The same updates and bulletins are also provided to directors to make contact with the individuals where appropriate.
  - Furthermore, online training is tracked and monitored and where face to face training is given, attendance is logged.
- LBHF have developed a new information security policy as part of a new information security framework.
- IMT has proposed to develop a suite of refresher training which has been accepted by LBHF in outline. In addition, LBHF intends to implement any lessons learned from delivery of the existing induction training into their approach for refresher training. Specific work has already been undertaken with Adults' and Children's social care to establish the need for specific and localised training.

However, LBHF should take further action to ensure that:

- LBHF should ensure that the proposed suite of refresher training is agreed by LBHF, formalised and implemented across the council.
- Once the information security policy is finalised it should be embedded across the council through an awareness-raising communications campaign and staff training. The policy should be supported by codes of practice, technical controls for ICT and a user acceptance document.
- The council should continue their efforts to build upon the progress made to date and ensure that all staff complete the required data protection training.

Date issued: 02 December 2015

***The matters arising in this report are only those that came to our attention during the course of the follow-up and are not necessarily a comprehensive statement of all the areas requiring improvement.***

***The responsibility for ensuring that there are adequate risk management, governance and internal control arrangements in place rests with the management of London Borough of Hammersmith and Fulham Council.***

***We take all reasonable care to ensure that our Undertaking follow-up report is fair and accurate but cannot accept any liability to any person or organisation, including any third party, for any loss or damage suffered or costs incurred by it arising out of, or in connection with, the use of this report, however such loss or damage is caused. We cannot accept liability for loss occasioned to any person or organisation, including any third party, acting or refraining from acting as a result of any information contained in this report.***