

Quality of Living, Equalities and Public Health Portfolio

**Update for Scrutiny Committee
16th December 2024**

Cllr David Wulff

DWulff@middevon.gov.uk

Key functions

Cabinet

Digital Transformation
ICT Services
Information Management
(GDPR, FOI, and Security)

Licensing Committee

Licensing and
Regulation

Community, People & Equalities PDG

Air quality
Anti-Social Behaviour & CCTV
Benefits
Contaminated Land
Community Safety
Equalities
Food and Water Control
Gazetteer Management
Land Charges
Local Welfare Assistance
Pollution and Noise Control
Poverty Premium/Vulnerable
Persons Strategy

Moved to Parish &
Community Engagement

Community Engagement
Community Development
Emergency Plan
External Health & Safety
Grants and Funding

Moved to Service Delivery
& Continuous Improvement

Leisure



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Information Governance



“Information governance balances the risk that information presents with the value that information provides.”

Information Policies

- IM001 – Information Security Management
- IM002 – Information Security Incident
- IM003 – Data Protection
- IM004 – Records Management
- ICT005 – Acceptable Use
- ICT007 – Software Compliance & Legislation
- ICT009 – Internet Use
- Risk Management Policy



COMING SOON

IM011 –
Artificial
Intelligence Policy

Information Governance

Information Governance



- We hold a lot of data about our residents
- We carry the responsibility to use that data correctly – **and within the law**
- There can be severe penalties if we get it wrong – for MDDC and for individuals
- The victims of a data breach
- Security is everybody's business

"Information governance balances the risk that information presents with the value that information provides."

What is Personal Data?



Both GDPR and DPA state:

- "Personal data" means any information relating to an identified or identifiable living individual. Identifiable living individual means a living individual who can be identified, directly or indirectly, in particular by reference to,
 - a) an identifier such as a name, an identification number, location data or an online identifier, or
 - b) one or more factors specific to the physical, physiological, genetic, mental, economic, cultural or social identity of the individual.

What is a Data Breach?



- A data breach is a security violation, where sensitive, protected or confidential data is **copied, transmitted, viewed, stolen, altered or used by an individual unauthorised to do so.**
- A deliberate data breach by a person who has access to the information, typically for political purposes, is more often described as a "leak".

Who is responsible for security?



- Most data breaches are not deliberate.
 - 82% of all breaches are caused by human error.
 - Common causes are mistakes with email addresses, or using Cc/Bcc.
 - Ask yourself "does this information need to be shared with this person?"
- Report all data breaches
 - dpo@middevon.gov.uk

When things go wrong



- Leicester City Council are currently recovering from a serious cyber attack over a month ago.
- They were targeted by a known ransomware group who have hit a number of government, education and health organisations around the world, and are part of a global criminal investigation.
- So far 1.3 terabytes of stolen data has been published
- All website and phones were taken offline

We have a comprehensive training package for all available through our SharePoint site
ICT are planning to deliver targeted testing

Recognised Risks

| | | | | |
|--|-----------------------|----------------------------------|------------------------------|--|
| CR2 | Cyber Security | Current Severity: 5 | Current Likelihood: 4 | Current Risk Rating:20 |
| Risk Description: Inadequate Cyber Security could lead to breaches of confidential information, damaged or corrupted data and ultimately Denial of Service. If the Council fails to have an effective ICT security strategy in place. Risk of monetary penalties and fines, and legal action by affected parties. | | | | |
| Risk Owner: Brian Trebilcock | | Latest Review: 10/10/2024 | | Risk Type: Data Protection/Information Security |

| | | | | |
|--|-----------------------------|----------------------------------|------------------------------|--|
| CR5 | Information Security | Current Severity: 4 | Current Likelihood: 3 | Current Risk Rating: 12 |
| Risk Description: Inadequate data protection could lead to breaches of confidential information and ultimately enforcement action by the ICO. | | | | |
| Risk Owner: Lisa Lewis | | Latest Review: 28/10/2024 | | Risk Type: Data Protection/Information Security |

Digital Transformation

- Lowering the cost of providing services whilst increasing the quality and availability of services.
- Looking for opportunities to use digital technology and processes to improve functions of the council.
- Current examples:
 - Leisure IT systems
 - Waste services
 - Council Tax customer self-service

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- Self-service from anywhere

ICT Services

- 110 servers to maintain
- Approx. 110 different pieces of software from small to major business systems, which all require maintenance, patching and replacing on a rolling basis.
- 480 IT users
- The service lost 1.5 FTE last year as part of the budget savings
 - and has gained 2 FTE during this year.
- Hardware replacement project in progress.

Licensing & Regulatory

- 406 licensable premises + 1,409 personal licenses
- Food service inspections 70.2% (target 100% pa)
- Taxi licensing changes
- Vehicle inspections at 9 (target 40 pa) of 125 licensed vehicles
- Private water supplies 38 (target 120pa)
- Air quality monitoring all under 40 $\mu\text{g}/\text{m}^3$

- **Consulted by the Planning team**
- **Always changing – dependent on legislation**

Community Safety

- East & Mid Devon work together with the Police, DCC, Probation service, and the NHS Devon ICB as partners in a Community Safety Partnership
- This helps us tackle crime, anti-social behaviour and other negative behaviours in our communities
- Youth ASB Intervention Panel
- New Preventing Serious Violence Duty
- Community Protection Warnings (and Notices)
 - 9 Warnings + 3 pending
 - 6 Notices
 - Enforcement action taken
- Community Alcohol Partnership

Local Welfare Assistance

- Statutory Council Tax reductions
 - Single Person Discount, Students and Carers
530 households totalling £6,439,151
- Care Leaver Scheme
 - 19 individuals totalling £7,253
- Local Council Tax Support
 - 1806 pensioner claimants and 2147 working age claimants totalling £4,862,579
- Discretionary Housing Payments
 - To help those claiming housing benefits with housing costs
45 households totalling £34,385
- Exceptional Hardship Scheme
 - 36 households totalling £6,585

Household Support Fund

- HSF 5 – ended September 2024
 - Allocation £207,120
 - Spend £207,120
 - 535 households helped, including £163,289 food vouchers and £16,800 fuel vouchers
- HSF 6 – currently live
 - Allocation £254,461
 - Pensioners identified as losing winter fuel allowance: 325
 - Letters were issued inviting contact to claim fuel vouchers of either £250 (Single Pensioner) or £300 (Couples)
 - Total pensioners who have claimed vouchers: 251 totalling £66,000
 - Care leavers receiving vouchers: 3 totalling £450
 - Total households receiving vouchers at end November: 387 total of vouchers issued totalling £101,693

Online resources

- middevon.gov.uk/residents-financial-support/



[Help with food and energy costs](#)



[Help with your rent](#)



[Help with the Cost of Living](#)



[Help with your council tax](#)



[Help in the Community](#)



[Help with debt](#)



[Help with children](#)



[Help with Universal Credit](#)



[Help with your home](#)



[Help with Pension Credit](#)



[Help with budgeting](#)



[Help providing furniture and white goods](#)

Any Questions?